

# NoRTEC



Photo © Br. Alfred Brousseau, Saint Mary's College

## **NoRTEC**

### **2001 – 2002 Occupational Outlook**

Del Norte • Lassen • Modoc • Plumas • Siskiyou  
Tehama • Trinity Counties

***OCCUPATIONAL OUTLOOK  
&  
TRAINING DIRECTORY***

***DEL NORTE, LASSEN, MODOC, PLUMAS, SISKIYOU, TEHAMA & TRINITY COUNTIES  
2001 - 2002***

***A PRODUCT OF***

The California Cooperative Occupational Information System

***SPONSORED BY***

Northern Rural Training & Employment Consortium (<http://www.nortec.org>)

California Occupational Information Coordinating Committee (<http://www.soicc.ca.gov>)

Employment Development Department – Labor Market Information Division (<http://www.calmis.ca.gov>)

***PROJECT STAFF***

William K. Allen, CCOIS Program Coordinator

Stephana K. Wade, Research Assistant

# ***ACKNOWLEDGEMENTS***

We wish to express our gratitude to all those who have helped us with this continuing project. Special thanks are extended to the following:

- Several hundred employers of Del Norte, Lassen, Modoc, Plumas, Siskiyou, Tehama, and Trinity counties for giving their valuable time and effort in responding to our occupational surveys over the past years.
- Charles Brown, Executive Director, Northern Rural Training & Employment Consortium (NoRTEC).
- Bill Finley, Executive Director, Private Industry Council of Butte County, for providing steadfast support to the CCOIS program.
- Local representatives from Job Training Programs, Career Center staff, economic development agencies, local businesses, and other concerned agencies for participating in the selection of occupations for study, and for contributing their ideas and expertise to the process.
- The Labor Market Information Division (LMID) staff for their support and technical assistance. We would especially like to thank Joesph Perrin, LMID Research Analyst, for his help and partnership throughout this program.
- Front cover photograph is of Caribou Lake in Trinity County, CA, courtesy of © Br. Alfred Brousseau, Saint Mary's College

***FOR FURTHER INFORMATION REGARDING THIS REPORT, PLEASE CONTACT:***

Bill Allen  
Private Industry Council of Butte County  
2075 Baldwin Avenue  
Oroville, CA 95966  
530-538-5378 (voice) 530-538-5341 (fax)  
[wkallen@ncen.org](mailto:wkallen@ncen.org)

## TABLE OF CONTENTS

Area Profile	1	Hosts, Hostesses -- Restaurant, Lounge	62
Mission Statement / Introduction	5	Human Service Workers	64
What is the CCOIS?	6	Industrial Truck and Tractor Operators	66
Why is this Research Conducted?	7	Laborers, Landscaping and Groundskeeping	68
State and Federal Legislative Mandates	8	Library Assistants and Bookmobile Drivers	70
Methodology	9	Licensed Vocational Nurses	72
<b>Occupational Summaries</b>	<b>15</b>	Lodging Managers	74
Accountants and Auditors	16	Log Handling Equipment Operators	76
Administrative Services Managers	18	Machinists	78
Amusement and Recreation Attendants	20	Maids and Housekeeping Cleaners	80
Assemblers and Fabricators	22	Medical Assistants	82
Automotive Mechanics	24	Order Clerks--Material, Merchandise & Service Tenders	84
Bakers -- Bread and Pastry	26	Order Fillers, Wholesale and Retail Sales	86
Bookkeeping, Accounting and Auditing Clerks	28	Packaging & Filling Machine Operators & Tenders	88
Bus Driver -- School	30	Personal and Home Care Aides	90
Cashiers	32	Personnel, Training, and Labor Relations Managers	92
Child Care Workers	34	Police Patrol Officers	94
Computer Support Specialists	36	Receptionists and Information Clerks	96
Cooks -- Short Order	38	Recreation Workers	98
Customer Service Representatives -- Utilities	40	Residential Counselors	100
Dental Assistants	42	Respiratory Care Practitioners	102
Dental Hygienists	44	Salespersons -- Parts	104
Dispatchers -- Police, Fire, and Ambulance	46	Sheriffs and Deputy Sheriffs	106
Education Administrators	48	Social Workers -- Except Medical & Psychiatric	108
Financial Managers	50	Systems Analysts -- Electronic Data Processing	110
Firefighters	52	Teachers -- Elementary School	112
Food Service Managers	54	Teachers -- Kindergarten	114
General Office Clerks	56	Teachers -- Special Education	116
Guards and Watch Guards	58	Teachers, Preschool	118
Home Health Aides	60	Teachers and Instructors -- Vocational Ed & Training	120
		Technical Assistants -- Library	122
		Tellers	124
		Tire Repairers and Changers	126
		Truck Drivers -- Heavy or Tractor Trailer	128
		Ward Clerks	130
		Welders and Cutters	132
		Welfare Eligibility Workers and Interviewers	134

<b><i>Occupations With Greatest Absolute Job Growth</i></b>	136
<b><i>Occupations With Fastest Job Growth Rate</i></b>	137
<b><i>Training Directory</i></b>	139
Overview	140
<b><i>Training Providers</i></b>	142

Appendix A:    Sample Questionnaire

## AREA PROFILE

**Del Norte** is the northernmost coastal county of California. The 1,003 square mile county is bordered by Oregon to the north, Siskiyou County to the east, Humboldt County to the south, and the Pacific Ocean to the west. Crescent City, the county seat, lies 370 miles north of San Francisco and 330 miles south of Portland, Oregon.

The climate of Del Norte County is mild along the coast, becoming more severe inland. In Crescent City, temperatures range from 40-55 degrees in January and from 53-66 degrees in July. Average annual rainfall in the Crescent City area is 70 inches.

The beauty of the land and the abundant wildlife provide the basis for a strong tourism sector of the local economy. Hunting, fishing and hiking are important recreation activities along the rugged coastline, within the redwood forests, and along the Smith and Klamath Rivers of Del Norte County.

Earnings are generated by the Pelican Bay State Prison, tourism, and by exportation of agricultural products and fish. One of the county's major resources lies in the forest, which covers over 90 percent of the county's land area. Land uses for agricultural purposes are located in the Smith River Plain area in the northern part of the county and Klamath River Delta in the southern part of the county. Although the biggest share of the agricultural land is pastureland, ornamental plants and bulbs are the major dollar-volume agricultural products grown in the Smith River Plain. Livestock feed crops and livestock pastures are the major agricultural uses of the Klamath River Delta region.

The major transportation facilities in the region are U.S. Highway Route 101, State Route 199, and Crescent City harbor. A small airport is located in Crescent City with air service for freight and some passenger scheduling.

As of January 1, 2001, it is estimated that Del Norte's population is 28,100, an increase of 0.2% over the previous year's revised estimate of 28,050. This rate is lower than California's population growth rate of 1.8% over 2000.

**Lassen County** was created from parts of Plumas and Shasta counties on April 1, 1864. Lying on the eastern slope of the Sierra Nevada Mountains, the county is located 280 miles northeast of San Francisco. It is primarily a mountainous region, extending from Lassen Volcanic National Park east to the Nevada boundary and north to Modoc County. The county seat and largest urban area in the county is Susanville.

The county is richly vested in natural resources, which support its primary dollar-volume activities of lumber production and recreation-tourism. The county's major manufacturing industry, lumber and wood products, employs nearly all of the county's manufacturing workers. Government is the largest employer in the county, accounting for about 50 percent of the total nonagricultural wage and salary employment in 1990. Trade, services, and manufacturing are the next three largest industry groups.

The transportation center of Lassen County is the Susanville district of the northwest portion of Honey Lake Basin. The north-south

route, U.S. 395, passes through the Honey Lake lowland. Connecting Susanville with Red Bluff in the Sacramento Valley to the west is State Highway 36.

Two routes, State Highways 44 and 139, lead from Susanville to the forest regions, which cover most of the western portion of the county.

The Southern Pacific Railroad serves the eastern part of the county, while the Western Pacific and Great Northern Railroads extend across the western portion to meet at Bieber. Several local logging railroads also serve the important lumber industry. In addition, there are airports in Susanville, Westwood, Bieber, Hurlong, and Spaulding.

Lassen County spreads across 2,910,080 acres of land. This area is largely part of the large volcanic plateau of northeast California. Minimum elevations are about 4,000 feet, and many peaks exceed 7,500 feet. Large parts of the county are included in Lassen, Plumas, Toiyabe, and Modoc National Forests. The southeastern portion contains the Honey Lake Plain, which is part of the Great Basin. The country's northwestern corner is drained by the west-flowing Pit River. The Susan River drains the southern part and flows east into the Honey Lake Basin. Although the surface is dry, the porous volcanic rock, which underlies most of the county, contains many underground water flows, which feed lakes and streams.

Lassen National Forest covers a wild, mountainous area of volcanic origin. A portion of Lassen Volcanic National Park lies in the southwest part of the county. Scattered throughout the region are many lakes and camping spots; the most popular of which is Eagle Lake, the second largest natural lake wholly in California.

As of January 1, 2001, it is estimated that Lassen County's population is 35,900, an increase of 3.0% over the previous year's revised estimate of 34,850. This rate is higher than California's population growth rate of 1.8% over 2000.

**Modoc County** was created from the eastern section of Siskiyou County on February 17, 1874. Located in the northeast corner of California, it is a rectangular area of some 4,000 square miles. Modoc County's topography consists of forests, lake basins, mountain ranges, valleys, and volcanic deposits.

The principal economic resources of the county are its forests, agricultural lands, and recreation—tourism. The local economy is moderately seasonal in nature, with unemployment reaching a peak during winter months when inclement weather hampers outdoor activities.

The principal route through Modoc County is U.S. highway 395. This route passes through Alturas, the county seat and largest urban area in the county, and crosses the eastern part of the county, from north to south. Running east-west, State Highway 299 crosses U.S. Highway 395 at Alturas and turns southwest at Canby. From Canby, State Highway 139 takes travelers northwest to Tule Lake, a wildlife refuge near Lava Beds National Monument. The Southern Pacific and Great Northern Railroads serve the principal communities in the county and adjacent parts of Oregon and Nevada. Airports are in Alturas, Cederville, and Fort Bidwell.

Modoc County is composed of a series of mountain ranges and valleys in which elevations vary from a lowpoint of 4,300 feet, to 9,934 feet at Eagle Peak in the Warner Mountains. The western portion of the county is part of the Modoc Plateau, which has many volcanic deposits and lake basins. Near the eastern edge are the north-south Warner Mountain Range and Surprise Valley. Much of the county is included in the Modoc and Shasta National Forests.

The major river in Modoc County is the Pit River. Although the surface of much of its watershed is dry, the porous volcanic rocks hold water from the sparse rain and snowfall in channels, lakes, and springs. These make the flow of the Pit River more regular than that of any other river in the State. They also make it almost ideal for hydroelectric power generation.

Because much of Modoc County is national forest land, opportunities to hunt and fish are plentiful. The southern and eastern sections are particularly noted for deer hunting in the lowlands and marshes. Quail and pheasant are abundant. Clear Lake National Wildlife Refuge is in the northern part of the county. In addition, winter sports may be enjoyed at Cedar Pass.

As of January 1, 2001, it is estimated that Modoc County's population is 9,600, an increase of 0.5% over the previous year's revised estimate of 9,550. This rate is lower than California's population growth rate of 1.8% over 2000.

Located in northeastern California where the Cascade and Sierra Nevada Mountain Ranges meet, beautiful **Plumas County** extends over towering mountain peaks, timbered hills and fertile valleys. The county lies about 150 miles northeast of Sacramento and 80 miles west of Reno, Nevada. Two major highways traverse the county; Highway 70, running east-west, and Highway 89, running north-south.

Much of Plumas County is rugged, with steep mountainous terrain falling to narrow river canyons. Broad, rich mountain valleys are also characteristic. Elevation in the county reaches from 1,800 to over 8,000 feet.

An average annual precipitation of 40 inches keeps the county's many rivers, streams and fish-laden creeks filled with water throughout the year.

Winters are chilly but often sunny, with an annual average snowfall of 38 inches. January temperatures range from about 23 degrees Fahrenheit (F) to a high of about 45 degrees F. The days are warm or hot during the summer, with July temperatures varying from nighttime lows of about 43 degrees F to daytime highs of about 88 degrees F.

Almost 70 percent of Plumas County's 1,675,780 acres are publicly owned, chiefly under control of the U.S. Forest Service. The extensive national forests and other public lands are rich in minerals, wildlife, timber, and recreational opportunities that attract many tourists, especially during the summer and autumn months. The economy of the county is geared to the cutting, harvesting and finishing of lumber and other forest products and to the care and servicing of its many seasonal visitors.

As of January 1, 2001, it is estimated that Plumas County's population is 21,100, an increase of 0.5% over the previous year's revised estimate of 21,000. This rate is lower than California's population growth rate of 1.8% over 2000.

**Siskiyou County**, the middle one of the three most northerly California counties, extends 70 miles southward from the Oregon border and stretches 120 miles from east to west. The western half of the county is dominated by mountain peaks and canyons, and the eastern half by lava plateaus and mountain ranges. The moderate weather in Siskiyou County's central valleys affords a favorable climate for livestock, field and truck crops. Abundant winter snow attracts visitors who enjoy snow skiing and other snow sports, and also supplies ample irrigation water from the mountains and underground storage basins. The county's mountains are covered with dense stands of ponderosa and sugar pines, Douglas and white firs, and incense cedar. Scenic landscapes, a variety of game, numerous mountain lakes and streams, and many campsites, attract hunters, fishermen and campers.

Siskiyou County's rich natural resources support its primary dollar-volume producers, lumber, recreation, and tourism. The activity levels of these industries have a strong affect on the area's employment trends, although government agencies provide the largest number of jobs to area residents.

The county contains 4,038,843 acres, two-thirds of which is public land, predominantly in the Klamath National Forest. Interstate 5 and Highway 97 run north and south through the county, while State Highways 89 and 96 travel east and west. Railroads, bus lines, and numerous truck lines serve the area. Presently, there is no scheduled major airline service to the county.

As of January 1, 2001, it is estimated that Siskiyou County's population is 44,300, a decrease of 1.0% over the previous year's revised estimate of 44,750. This rate is lower than California's population growth rate of 1.8% over 2000.

Situated in the northern part of the Sacramento Valley, **Tehama County** consists of a broad, low alluvial plain, bordered on the east by the Sierra Nevada and on the west by the Pacific Coast Mountain Ranges.

The Sacramento River divides the county, running from north to south. The water of the Sacramento River supports many agricultural activities. Rich Tehama bottomlands produce a large percentage of the State's almonds, walnuts, and prunes. Olives, peaches, strawberry plants and various grain crops are also grown in the favorable climate. With an abundance of good pasture and rangeland, Tehama County is a very important part of the cattle and sheep industry in northern California.

Red Bluff, the county seat located by Interstate 5, serves as a countywide trade area. A network of feeder roads link with Interstate 5, providing the county's manufacturing, agricultural and transportation industries with easy access to vital West Coast markets.

Tehama County, with its extremes in elevation (ranging from 170 to 8,083 feet) and its warm summers and mild winters, is ideal for the outdoor enthusiast. The county's foothills and highlands abound with deer and game birds, making them a delight for the hunter.

As of January 1, 2001, it is estimated that Tehama County's population is 56,800, an increase of 0.7% over the previous year's revised estimate of 56,400. This rate is lower than California's population growth rate of 1.8% over 2000.

**Trinity County**, one of California's original counties established by the legislature of 1850, is nestled in the mountains of northwestern California. Elevation in the county ranges from its lowest point near Salyer at 600 feet, to its highest, 9,038 feet at Mt. Eddy.

Trinity County is a land of extremes, dominated by rugged mountains, small valleys and streams. The northeastern portion of the county is a vacationer's wonderland. The expanse of Trinity Lake (also known as Clair Eagle Lake) contrasts with tiny creeks and brooks throughout the county.

The county's forests support the lumber and wood processing industry and, because of its wildlife and recreation areas, tourism. These industries continue to be the county's largest moneymakers despite recent environmental concerns that reduced the level of timber harvesting.

As of January 1, 2001, it is estimated that Trinity County's population is 13,050, a decrease of 0.8% over the previous year's revised estimate of 13,150. This rate is lower than California's population growth rate of 1.8% over 2000.

Source: Employment Development Department/Labor Market Information Division  
California State Department of Finance/Demographic Research Unit

## WHO ARE WE?

The Northern Rural Training & Employment Consortium (NoRTEC) is a Special District formed by a Joint Powers agreement between nine rural Northern California Counties (Butte, Del Norte, Lassen, Modoc, Plumas, Shasta, Siskiyou, Tehama, and Trinity Counties). NoRTEC is governed by a thirty-one member Workforce Investment Board and a nine-member Governing Board. NoRTEC administers federal and state job training funds, which are subcontracted by NoRTEC to local entities in the nine-county consortium for local service delivery.

## MISSION STATEMENT

NoRTEC is in business to provide locally operated public employment programs. It is the intent of NoRTEC to:

- Encourage better use of resources through coordination and integration of goods and services.
- Make education, job training, and employment services universally available and accessible to all residents in the NoRTEC consortium counties.
- Assist partner staff in their efforts to continually improve the quality of local programs and services.
- Increase regional access to information and enhance our ability to communicate through increased automation capacity and Internet connectivity.

## INTRODUCTION

The labor market information presented in this report was collected through a cooperative partnership between the Private Industry Council of Butte County -- a member county of NoRTEC -- and the Labor Market Information Division (LMID) of the California Employment Development Department (EDD). This partnership is known as the California Cooperative Occupational Information System (CCOIS).

The goal of this publication is to improve the match between the labor needs of employers and the skills of job seekers by providing current, local occupational information. Information in this report is specific to Del Norte, Lassen, Modoc, Plumas, Siskiyou, Tehama, and Trinity Counties. This year's report is comprehensive. You will find summaries of 60 occupations surveyed during the period from April – September of 1999, 2000, and 2001, respectively. Additional occupations will be selected for study in successive years.

## ***WHAT IS THE CCOIS?***

### ***Overview:***

The California Cooperative Occupational Information System (CCOIS) is the local component of labor market research in California. It is a partnership of state and local agencies that produces local occupational and labor market information. The CCOIS is a statewide program that is operational at 35 sites that represent 58 counties throughout California. The local agencies, referred to as “local partners”, consist of Workforce Development Boards, local Workforce Investment Boards and other workforce investment agencies, and Economic Development Agencies. At the state level, the Employment Development Department provides technical and financial assistance to the Local Partners and administers the CCOIS under the advisement and policy guidance of the California Occupational Information Coordinating Committee (COICC).

The *2001/2002 NoRTEC Occupational Outlook & Training Directory* is the official local report of the CCOIS. To provide continuity with the statewide program, all CCOIS reports will bear the title *Occupational Outlook* and the name of the geographic area covered by the report.

The CCOIS annual program cycle operates as follows:

- Occupations are selected for study.
- Survey samples are designed.
- Survey questionnaires are prepared for each occupation.
- Extensive surveys are conducted with local employers.
- Data is reviewed, coded, and keyed into a CCOIS database.
- Tabulations are developed and analyzed.
- Outlook reports are prepared, reviewed, and printed.
- Reports are disseminated to the “user” in the community.

## ***WHY IS THIS RESEARCH CONDUCTED?***

The information in this report may be used by a wide array of organizations and individuals for various purposes. Possible uses include the following:

### ***Career Decisions***

Career counselors and job seekers are able to make better occupational choices based on skills, abilities, interests, education, and personal needs. The localized information is easy to read and includes employer requirements and preferences, wages, labor demand, and sources of employment.

### ***Program Planning***

This report provides local planners and administrators with employment, training and placement data, as well as occupational size and expected growth rates. Program planners can use this data to evaluate, improve, and eliminate programs, or to plan new programs.

### ***Curriculum Design***

Training providers can assess and update their curriculum based on current employer needs and projected trends, as indicated in this report.

### ***Economic Development***

Local government agencies and economic development organizations will find information on the labor pool, such as occupational size, expected growth rates, and wages useful in determining the potential for business growth and development in the local labor market area.

### ***Program Marketing***

Training providers can effectively market their programs by informing students, employers, and others that the chances for job placement are much greater because their training programs are developed using reliable local occupational data.

### ***Human Resource Development***

Small business owners and large corporate human resource directors alike can use this report to help determine competitive wages and benefit packages, improve recruitment, and assess the availability of qualified workers for business relocation or expansion purposes.

## **STATE AND FEDERAL LEGISLATIVE MANDATES**

Information produced and available through the CCOIS satisfies major federal and state statutory mandates.

The Senate Labor and Human Resources Committee believes labor market information is an essential structural element supporting all other programs and services under the new *Workforce Investment Act of 1998 (WIA)*. Under WIA, a national employment statistics system is established, which is to be planned, administered, overseen, and evaluated through a cooperative governance structure involving the Department of Labor and the States. It requires the Secretary of Labor, through the Bureau of Labor Statistics, and in cooperation with the states, to prepare an annual plan to manage the nationwide system.

The *Welfare to Work Act of 1997 (CalWORKs)* establishes welfare reform in California. The previous program that entitled recipients to aid with few limits is replaced. The new program assures that welfare is a temporary support in times of crisis, rather than a way of life; encourages and regards personal responsibility and accountability by recipients; fosters a “Work First” attitude by strict work requirements; and gives counties the flexibility they need to meet recipients’ needs. The continuing nature of the CCOIS program enables the NoRTEC populace to acquire the most recent local labor market information to assist recipients as they transition from welfare to work.

Section 10533 of the *California Unemployment Insurance Code (CUIC)* requires the EDD to operate the CCOIS as the primary component of a comprehensive labor market and occupational supply and demand information system. The law states that the CCOIS shall serve as a primary source for local and statewide occupational information, and shall be available in all areas of the state. This law specifically requires the CCOIS to produce statistically valid occupational analyses for local job training and education programs, and it must be conducted by a local entity under the direction of EDD. Further, it must include the participation of local users of the information. The law requires the EDD and local entities to prepare occupational analyses using state occupational forecasts and other indicators of growth, combined with local employer surveys of recruitment practices, job qualifications, earnings and hours, and advancement and outlook.

In its annual plan to the Governor and Legislature regarding employer’s demand for trained workers and changes in the State’s economy, the Employment Training Panel is required by law to review labor market information provided by the CCOIS.

The *Wagner-Peyser Act*, which created the Job Service, provides that each state shall maintain an effective labor market information service, through which it shall provide for the collection, analysis, and dissemination of current labor market developments, employment trends, and employment opportunities.

The *Carl D. Perkins Vocational and Applied Technology Education Act* was established to meet the urgent needs for training, retraining, and employment development of adults. A key element in this legislation is the requirement that careful analyses be made of current labor market conditions, including a determination of future labor market needs. The amendments of 1990 call for greater use of labor market information to support the state plans of employment and training services and the objectives of vocational education.

Thus, the CCOIS contributes to the state’s compliance with laws requiring accurate, reliable, current, and localized labor market information. Since 1986, the program has consistently demonstrated its success in addressing the need for better information for career guidance and training planning.

## METHODOLOGY

To produce the occupational profiles, our research includes the following steps:

- **Occupational Forecast:** Occupational projections are developed by the Labor Market Information Division (LMID) of the Employment Development Department and are used to help identify growing and declining occupations.
- **Occupational Selection:** A variety of criteria has been established by the CCOIS Program and is used to help select the survey occupations. However, the primary objective is to survey occupations which are of most interest to the users (and potential users) in the community within the limitations of a standardized research program. For each survey year, a preliminary list of occupations was developed. The list was reviewed by representatives of community based vocational training programs, economic development organizations, private businesses, educational institutions, the PIC, and other government agencies. Representatives of these agencies were asked to identify which occupations they would like studied. Based on the input of these organizations, some occupations were eliminated and others added. The list of occupations was reviewed and discussed with LMID, eventually narrowing to the 60 published within this report.
- **Questionnaire Development:** Specific information needs for each occupation are determined, and questionnaires are developed to respond to local information needs.
- **Sample Selection:** LMID generates employer samples by industry and employer size. Employers are contacted to verify that they employ persons in the occupation and are willing to participate in the project.
- **Employer Survey:** Confidential employer surveys are conducted by telephone, fax, mail, or in person. Completed surveys are reviewed for internal consistency and employers are re-contacted for clarification as needed.
- **Data Entry and Tabulation:** Completed surveys are reviewed and the responses entered into a CCOIS database which generates basic data tabulations.
- **Written Analysis:** The data from those tabulations and other relevant information is carefully analyzed to prepare the individual occupation profiles. Sufficient information was obtained to develop profiles for the 60 occupations surveyed.
- **Report Distribution:** The written analysis is sometimes presented at a public dissemination meeting, which is the initial step in publicizing the occupational information collected. The Occupational Outlook Report is also distributed to high schools and community college career counselors, vocational rehabilitation offices, the library systems throughout the Consortium, and various other social service agencies.
- **Data Destruction:** Data tabulations and employer surveys are destroyed to safeguard specific individual employer information.

## DESCRIPTION OF INDIVIDUAL OCCUPATIONAL PROFILES

The following is a brief description of the profiles contained in the 2001/2002 Occupational Outlook Report, and includes definitions of the terms used to describe the survey results:

### OCCUPATIONAL TITLES, CODES AND DEFINITIONS

Most occupations surveyed in this report have a six-digit occupational code and definition from the standard Occupational Employment Statistics (OES) classification system. OES descriptions are broader in scope than the Dictionary of Occupational Titles (DOT) classification system; each OES code may include several of the more detailed DOT titles. A few occupational definitions not identified with an OES code usually reflect an attempt to survey an occupation that the OES system either doesn't identify or doesn't define sufficiently. Because of the lack of OES projections data, these "Non-OES" occupational surveys sometimes lack the reliability of a standard OES occupational survey.

### EMPLOYER REQUIREMENTS

- **Education and Training & Experience:** Survey responses to questions regarding education, training, and work experience needed to obtain employment are summarized here. Employers are asked for the level of education that the firm requires for the survey occupation. Additionally, employers are asked if they require work experience and what type of experience is required. When appropriate, occupational summaries may be

supplemented by State requirements from the most recent publication of the *California Professional & Business License Handbook, August 1999.*

Note: While minimum educational requirements have been shown as employers expressed them, these educational requirements are not always essential for the performance of job duties. Because the lack of education will create a barrier with some employers, employers' educational statements have been included in this report.

The terms used in this section and throughout the report to describe for occupations studied are as follows:

**All:** 100% of survey responses

**Almost All:** 80% up to but not including 100%

**Most:** 60% up to but not including 80%

**Many:** 40% up to but not including 60%

**Some:** 20% up to but not including 40%

**Few:** less than 20% of the survey responses

- **Skills and Qualifications:** Employers are asked to list those skills that are necessary to perform the functions of the occupation being surveyed, and skills important for career advancement. As skills are widely recognized as being transferable in nature, employers' responses are supplemented--when appropriate--with skills from the Occupational Information Network (O\*NET), a comprehensive database of worker

attributes and job characteristics. O\*NET is being developed as a timely, easy-to-use resource that supports public and private sector efforts to identify and develop the skills of the American workforce. Additionally, employer-specified skills provided by LMID are also included in this section.

## WAGES AND BENEFITS

- **Wages:** The purpose of this section is to report the approximate wage ranges and medians for the occupations and to provide a rough measure for comparing the wages of various occupations. The range and median of hourly wages are presented for three categories of employees: **new hires with no experience**, persons trained or otherwise qualified, but with no paid experience in the occupation; **new hires with experience**, experienced persons, but those just starting with the firm; **after three years with the firm**, persons who have had at least three years of experience in the occupation with that employer.

One wage section is used when the percent of union employment is either greater than 80% or less than 20%. Two wage sections occur when the percent of union employment is from 20% to 80% and there is no violation of confidentiality.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages. Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision (ranges are also considered to be representative).

- **Hours Worked:** The distribution of full-time, part-time, on-call and temporary employees is reported in this section, together

with the average number of hours worked per week. If distribution is less than 20%, it is considered negligible for the purposes of this section, thus generally not reported.

- **Benefits:** This section presents the types of fringe benefits employers offer. Information is presented on the percentage of employers providing each of the benefits to their employees, identifying who pays the benefit (employer paid, shared cost, or employee pays all) for full-time employees. When part-time employment is a significant percentage of the occupational total (20% or more), this breakdown is reported.

## EMPLOYMENT TRENDS

- **Supply and Demand:** This section presents information on the methods employers use to recruit new employees and the difficulty in finding applicants to fill vacancies. Each employer was asked to list all the recruitment methods used. Employers were asked to rate on a four-point scale the difficulty they have in finding experienced or inexperienced replacements to fill vacancies. The employers' responses are combined with a weighted average using a formula including the number of new hires and the number of firms.

The following terms are used to describe the difficulty in finding applicants:

**Very Difficult:** Employer demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. This means that qualified applicants encounter no competition in their job search.

**Moderately Difficult:** Employer demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times and applicants may find moderate competition in their job search.

**Not Difficult:** Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

- **Recruitment Methods:** Employers are asked to indicate their most successful hiring methods.
- **Employer Responses:** Displays the number of useable surveys received from the employer community, and the total number of employees represented for the specific occupation.
- **Size of Occupation & Projections:** This section presents the seven-year growth and job openings projections provided through the LMID OES program. It also summarizes the size of employment in the occupation, based on percentage of the total employment in the consortium. For occupations studied in the NoRTEC area in 1999 and 2000, the following scale is used to measure occupational size:

Small	Less than 87
Medium	87 - 173
Large	174 – 376
Very Large	377 and above

For occupations studied in 2001, the following scale is used to measure occupational size:

Small	Less than 88
Medium	88 - 174
Large	175 - 379
Very Large	380 and above

Occasionally, LMID projection data may differ from the data employers provide. The data are different because occupational projections reflect historical trends so that the future is expected to be like the past. The growth or decline in occupational projections is a factor of the growth or decline in industries.

- **Growth Trends:** This is an overview of projected new job growth rates in relation to the overall new job growth rate (7.7%) for the consortium. The following terms are applied to the occupational growth trends in the NoRTEC counties:

Much faster than average:	1.50 times average or more
Faster than average:	1.10 to but not including 1.50 times average
Average:	0.90 to but not including 1.10 times average
Slower than average:	0.10 to but not including 0.90 times average
No Significant Change	-0.10 to but not including 0.10 times average
Slow Decline	less than -0.10 times average

- **Where the Jobs Are:** This section identifies the major employing industries for each occupation, indicated by a percentage of the occupation's employment in specific industries. These are industry staffing patterns generated by LMID.

## OTHER INFORMATION

- **Alternative Job Titles:** This section lists other job titles used by employers that meet the standard occupational definition.
- **Related DOT Code:** The Dictionary of Occupational Titles (DOT) is a comprehensive and standardized national occupational coding system. The occupational definitions are arranged by nine-digit DOT codes. The definitions include major task elements of the job, task variables, alternative job titles, industry designations, and related occupations. The DOT is available from U.S. Government Bookstores, Bureau of Labor Statistics, or the Superintendent of Documents.
- **Promotional Opportunities:** Employers are asked whether or not they promote employees to a higher level position. If so, we seek the occupational titles to which they may be promoted.
- **Turnover** is calculated for each occupation based on vacancies (resulting from promotions or employees leaving the firm) filled over the last 12 months, divided by the total reported number of employees among firms responding to the survey.

It is determined that turnover terms are arbitrary in nature. Therefore, occupational summaries will include only turnover

percentages based on useable surveys—leaving judgements to the report reader as to their meaning.

- **Unionization and Collective Bargaining:** Employers surveyed are asked if the wages for employees in the occupation are subject to a collective bargaining or union agreement.

***OCCUPATIONAL***

***SUMMARIES***

**ACCOUNTANTS AND AUDITORS**

**OES 211140**

Accountants and Auditors examine, analyze, and interpret accounting records for the purpose of giving advice or preparing statements and installing or advising on systems of recording costs or other financial and budgetary data.

**EMPLOYER REQUIREMENTS**

Education and Training: Of those surveyed, all employers report they require at least a high school diploma or equivalent. Some indicate they require an associate's degree. Most employers report they require technical or vocational training prior to hire.

Experience: Among those surveyed, all employers report they require or prefer work experience in this occupation. They tend to hire applicants with 12 - 36 months of accounting, bookkeeping, banking, or related fiscal experience.

Skills and Qualifications:

- Able to use mathematics to solve problems
- Able to know how to find information and identify essential information
- Able to identify the nature of problems
- Able to find ways to structure or classify multiple pieces of information
- Able to understand written sentences and paragraphs in work documents
- Able to determine the long-term outcomes of a change in operations
- Able to use logic and analysis to identify the strengths and weaknesses of different approaches
- Able to assess how well one is doing when learning or doing something
- Able to weigh the relative costs and benefits of a potential action
- Able to look at many indicators of system performance, taking into account their accuracy
- Able to determine how money will be spent to get the work done, and accounting for these expenditures

**WAGES AND BENEFITS**

<u>Wages:</u>	Non-Union	Union	Non-Union	Union
	<u>Range</u>	<u>Range</u>	<u>Median</u>	<u>Median</u>
New Hires, No Experience	\$8.00 - 19.18	\$6.97 - 12.00	\$13.59	\$8.26
New Hires, W/ Experience	\$8.00 - 14.03	\$6.97 - 15.24	\$10.00	\$11.38
After Three Years W/ Firm	\$10.00 - 16.21	\$10.00 - 17.67	\$15.00	\$13.53

\*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

Hours Worked: Almost all Accountants and Auditors work full-time at an average of 40 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	53%	40%	0%
Dental Insurance	40%	40%	0%
Vision Insurance	40%	27%	0%
Life Insurance	53%	7%	7%
Sick Leave	87%	0%	0%
Vacation	93%	0%	0%
Retirement Plan	47%	40%	7%
Child Care	0%	0%	7%

\*Percentage is based on 15 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		X
Moderately Difficult	X	
Not Difficult		

The Job Market for: **Accountants and Auditors**  
Experienced applicants: Moderately Competitive  
Inexperienced applicants: Not Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads and in-house promotion or transfer.

**Employer Responses:** 15 employers, representing 47 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

**Size of Employment:** 220 - 240 (Large)

**Gender:** Employers responding indicate 26% of workers are male, 74% are female.

### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006: 20

Separations to 2006: 30

Total Openings: 50

**Growth Trends:** The new job growth rate for this occupation is 9.1%, which is growing at an average rate. The average new job growth rate all occupations in the consortium is 9.1%. Most employers project their firm's employment in this occupation to remain stable over the next two years. Many expect growth over this period.

## WHERE THE JOBS ARE

Accounting, Auditing, & Bookkeeping	19.8%
Government	18.5%
Educational Services	11.8%
Hotels, Rooming Houses Camps & Other Lodging	4.6%
Lumber & Wood Products, Except Furniture	3.0%
Electric Services	2.1%
Residential Building Construction	2.1%
Individual & Family Services	2.1%
Grocery Stores	1.7%
Hospitals	1.7%
Eating & Drinking Places	1.3%
Groceries & Related Products	1.3%
Real Estate Operators & Lessors	1.3%
Other	28.7%

## OTHER INFORMATION:

**Alternate Job Titles:** Staff Accountant, Certified Public Accountant

**Related DOT Code:** 160.162-018, 160.162-010, 160.162-026, 160.167-038, 160.167-034, 160.167-054, 161.117.010

**Promotional Opportunities:** May be promoted to fiscal auditor, controller, or administrator

**Turnover:** Among employers surveyed, the rate is 17.4% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Many employers surveyed report their employees are unionized.

**ADMINISTRATIVE SERVICES MANAGERS**

**OES 130140**

Administrative Services Managers plan, organize, direct, control, or coordinate the supportive services department for businesses, agencies, and organizations. Typical Administrative Services Managers are Program Managers and Contract Administrators. Does not include Procurement Managers or Managers who spend less than 80% of their time in administrative services.

**EMPLOYER REQUIREMENTS**

Education and Training: Of those surveyed, all employers report they require at least a high school diploma or equivalent. Many indicate they require at least an associate's degree. Some report they require a bachelor's degree or higher. Many employers indicate they require technical or vocational training prior to hire.

Experience: Of those surveyed, all employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 60 months of administrative, fiscal, personnel, or related management experience.

Skills and Qualifications:

- Able to communicate effectively with others in writing as indicated by the needs of the audience
- Able to adjust one's actions in relation to others' actions
- Able to weigh the relative costs and benefits of a potential action
- Able to motivate, develop, and direct people as they work, identifying the best people for the job
- Able to understand written sentences and paragraphs in work documents
- Able to talk to others to effectively convey information
- Able to manage one's own time and the time of others
- Able to use logic and analysis to identify the strengths and weaknesses of different approaches
- Able to know how to find information and identify essential information
- Able to identify the things that must be changed to achieve a goal
- Able to look at many indicators of system performance, taking into account their accuracy
- Able to make use of word processing and spreadsheet software

**WAGES AND BENEFITS**

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$8.50 - 14.38	\$9.25
New Hires, W/ Experience	\$8.50 - 19.20	\$14.00
After Three Years W/ Firm	\$10.00 - 25.17	\$15.65

\*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

Hours Worked: Most Administrative Services Managers work full-time averaging 40 hours per week. Some work part-time at an average of 25 hours weekly.

Benefits (% of Employers\* Offering Benefits):

	<u>Employer Paid</u>		<u>Shared Cost</u>		<u>Employee Pays All</u>	
	<u>FT</u>	<u>PT</u>	<u>FT</u>	<u>PT</u>	<u>FT</u>	<u>PT</u>
Medical Insurance	60%	0%	20%	0%	0%	0%
Dental Insurance	60%	0%	20%	0%	0%	0%
Vision Insurance	47%	0%	20%	0%	0%	0%
Life Insurance	40%	0%	7%	0%	7%	0%
Sick Leave	80%	0%	7%	0%	0%	0%
Vacation	87%	0%	0%	0%	0%	0%
Retirement Plan	13%	0%	47%	0%	0%	7%
Child Care	0%	0%	0%	0%	0%	0%

\*Percentage is based on 15 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		X
Moderately Difficult	X	
Not Difficult		

The Job Market for: **Administrative Services Managers**  
 Experienced applicants: Moderately Competitive  
 Inexperienced applicants: Not Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, in-house promotion or transfer, and current employee referrals.

**Employer Responses:** 15 employers, representing 62 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

**Size of Employment:** 150 - 160 (Medium)

**Gender:** Employers responding indicate 29% of workers are male, 71% are female.

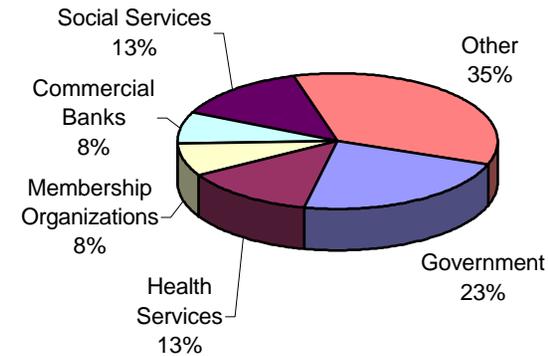
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	10
<u>Separations to 2006:</u>	20
Total Openings:	30

**Growth Trends:** The new job growth rate for this occupation is 6.7%, which is growing slower than the average new job growth rate of 9.1% for all occupations in the consortium. Most employers project their firm's employment in this occupation to remain stable over the next two years. Some expect growth over this period.

## WHERE THE JOBS ARE



## OTHER INFORMATION:

**Alternate Job Titles:** Program Coordinator, Administrator, Program Director, Program Manager, Branch Manager

**Related DOT Code:** 189.167-030, 189.167-022, 162.117.014, 169.167-034

**Promotional Opportunities:** May be promoted to executive director, deputy director, area manager, or management position

**Turnover:** Among employers surveyed, the rate is 3.3% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** No. Employers responding indicate no unionization for this occupation.

**AMUSEMENT AND RECREATION ATTENDANTS**

**OES 680140**

Amusement and Recreation Attendants perform a variety of duties at amusement or recreation facilities. They schedule the use of recreation facilities and allocate equipment to participants of sporting events or recreational pursuits, collect fees for games played, set pins, prepare billiard tables, provide caddying and other services for golfers, and operate carnival rides and amusement concessions.

**EMPLOYER REQUIREMENTS**

Education and Training: Many employers report they require a high school diploma or equivalent prior to hiring an applicant for this occupation. Some indicate they require or prefer technical training prior to hire. Employers expressing such training report this being in the form of certification as a lifeguard or California service license.

Experience: Many employers report they require or prefer work experience in this occupation. They indicate a preference for hiring applicants with 6 - 12 months of cashiering or amusement and recreation experience.

Skills and Qualifications:

- Ability to talk to others to effectively convey information
- Actively looks for ways to help people
- Able to control operations of equipment or systems
- Able to obtain and see to the proper use of equipment, facilities, and materials needed to do certain work
- Able to listen to what people are saying and ask questions appropriately
- Able to make change
- Possession of a valid driver's license
- Telephone answering skills
- Good physical condition
- Ability to stand for prolonged periods
- Willingness to work with close supervision
- Ability to work independently
- Ability to use mathematics to solve problems
- Ability to read and follow instructions
- Ability to write legibly

**WAGES AND BENEFITS**

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$5.75 - 9.00	\$6.13
New Hires, W/ Experience	\$5.75 - 9.77	\$7.00
After Three Years W/ Firm	\$6.25 - 10.93	\$8.00

Hours Worked: Most Amusement & Recreation Attendants work seasonally averaging 27 hours weekly. Some work full-time averaging 40 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	16%	21%	5%
Dental Insurance	5%	11%	0%
Vision Insurance	0%	11%	0%
Life Insurance	11%	0%	0%
Sick Leave	37%	0%	0%
Vacation	47%	0%	0%
Retirement Plan	11%	0%	0%
Child Care	0%	0%	0%

\*Percentage is based on 19 employers responding to this particular question.

**EMPLOYMENT TRENDS**

**Supply and Demand:**

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	<b>X</b>	
Moderately Difficult		<b>X</b>
Not Difficult		

The Job Market for: **Amusement & Recreation Attendants**  
 Experienced applicants: Not Competitive  
 Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, walk-in applicants, and current employee referrals.

**Employer Responses:** 19 employers, representing 123 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

**Size of Occupation:**

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

**Size of Employment:** 280 - 340 (Large)

**Gender:** Employers responding indicate 50% of workers are male, 50% are female.

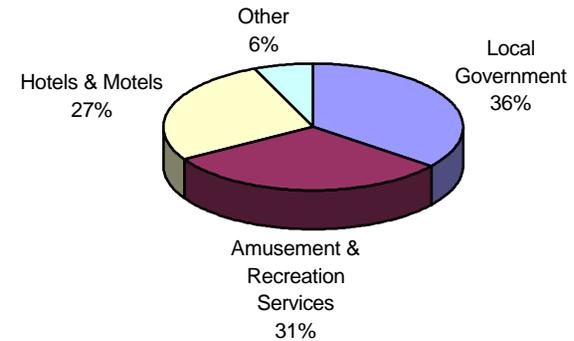
**Projections:**

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	60
<u>Separations to 2004:</u>	50
Total Openings:	110

**Growth Trends:** The new job growth rate for this occupation is 21.4%, which is growing much faster than the average job growth rate of 7.7% for all occupations in the consortium. Most employers project their firm's employment in this occupation to remain stable over the next two years. Some anticipate new growth over this period.

**Where The Jobs Are**



**OTHER INFORMATION:**

**Alternate Job Titles:** Activities Director, Lifeguard, Golf Course Attendant, Bowling Alley Attendant, Lift Operator, Horse Riding Attendant, Cardroom Attendant, Park Aide, Hostess/Host

**Related DOT Code:** 195.367-030, 340.367-010, 341.665-010, 341.683-010, 343.467-010, 341.367-010, 341.677-010

**Promotional Opportunities:** May be promoted to assistant manager, supervisor, cashier, park & recreation specialist, park ranger, pro shop manager, or clerical position

**Turnover:** Among employers surveyed, the rate is 20.3% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** No. Employers responding indicate no unionization for this occupation.

**ASSEMBLERS AND FABRICATORS -- EXCEPT MACHINE, ELECTRICAL, ELECTRONIC, AND PRECISION  
OES 939560**

Assemblers and Fabricators (except Machine, Electrical, Electronic and Precision) in this category assemble and/or fit together parts to form complete units or subassemblies at a bench, conveyor line, or on the floor. Their work may involve the use of hand tools, power tools, and special equipment in order to carry out fitting and assembly operations. Includes assemblers whose duties are of a nonprecision nature. Does not include electrical, electronic, machine and precision assemblers, and workers who perform specialized operations exclusively as a part of assembly operations, such as riveting, welding, soldering, machining, or sawing.

**EMPLOYER REQUIREMENTS**

Education and Training: Many employers report they require a high school diploma or equivalent. Some indicate they require technical or vocational training prior to hire.

Experience: Most employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 24 months of experience in various areas of assembly, such as carpentry, woodworking, or general construction.

Skills and Qualifications:

- Good eye-hand coordination
- Manual dexterity
- Possession of good color perception
- Able to stand continuously for 2 or more hours
- Able to lift at least 60 pounds repeatedly
- Able to work independently
- Willing to work with close supervision
- Able to perform routine, repetitive work
- Possession of mechanical aptitude
- Able to perform assembly work
- Able to use and read a tape measure
- Able to read blueprints and working drawings
- Able to do arithmetic using fractions and decimals
- Able to use hand tools and operate power hand tools
- Able to read and follow instructions

**WAGES AND BENEFITS**

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.50 - 11.40	\$8.00
New Hires, W/ Experience	\$6.50 - 14.00	\$9.36
After Three Years W/ Firm	\$7.00 - 16.00	\$13.40

\*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

Hours Worked: Among employers surveyed, all Assemblers and Fabricators work full-time averaging 40 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	33%	33%	0%
Dental Insurance	13%	27%	0%
Vision Insurance	7%	27%	0%
Life Insurance	33%	7%	7%
Sick Leave	20%	0%	0%
Vacation	73%	0%	0%
Retirement Plan	13%	33%	0%
Child Care	0%	7%	0%

\*Percentage is based on 15 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

The Job Market for: **Assemblers and Fabricators**

Experienced applicants: Moderately Competitive

Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, in-house promotion or transfer, and current employee referrals.

**Employer Responses:** 15 employers, representing 357 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

**Size of Employment:** 140 -- 170 (Medium)

**Gender:** Employers responding indicate 94% of workers are male, 6% are female.

### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006: 30

Separations to 2006: 20

Total Openings: 50

**Growth Trends:** The new job growth rate for this occupation is 21.4%, which is growing much faster than the average new job growth rate of 9.1% for all occupations in the consortium. Almost all employers project their firm's employment in this occupation to remain stable over the next two years.

## WHERE THE JOBS ARE

Millwork, Plywood & Structural Wood Members	33.1%
Miscellaneous Wood Products	11.8%
Miscellaneous Retail Stores	11.8%
Electronic Components & Accessories	4.1%
Concrete, Gypsum, & Plaster Products	3.6%
Hardware, Plumbing & Heating Equipment	3.6%
Machinery, Equipment, & Supplies	3.6%
Drugs	3.0%
Soap, Cleaners, & Toilet Goods	3.0%
Other	22.4%

## OTHER INFORMATION:

**Alternate Job Titles:** Floor Assembler, Cabinet Assembler, Stove Installer, Utility Worker

**Related DOT Code:** 729.684-054, 762.684-066, 754.684-042, 762.684-010, 714.684-010, 806.684-010, 762.687-070

**Promotional Opportunities:** May be promoted to machine operator, supervisor, or general manager

**Turnover:** Among employers surveyed, the rate is 13.9% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Few employers surveyed report their employees are unionized.

**AUTOMOTIVE MECHANICS**

**OES 853020**

Automotive Mechanics adjust, repair, and overhaul automotive vehicles. They may be designated according to specialties, such as Brake Repairers, Transmission Mechanics, or Front-end Mechanics. Does not include Auto Body Repairers, Bus and Truck Mechanics, Diesel Engine Specialists, and Electrical Systems Specialists.

**EMPLOYER REQUIREMENTS**

Education and Training: Most employers report they require a high school diploma or equivalent. Many indicate they require or prefer 6 - 24 months of technical or vocational training prior to hire.

Experience: Almost all employers report they require or prefer work experience in this occupation. Most, however, will accept training as a substitute for experience. They tend to hire applicants with 12 - 36 months of experience as an auto mechanic.

Skills and Qualifications:

- Able to repair machines or systems using the needed tools
- Able to determine what is causing an operating error and deciding how to handle it
- Able to identify the nature of problems
- Able to perform routine maintenance and determine when and what kind of maintenance is needed
- Able to install equipment, machines, wiring, or programs to meet specifications
- Able to determine the kind of tools and equipment needed to do a job
- Able to watch gauges, dials, or other indicators to make sure a machine is working properly
- Certified in Auto Service Excellence (ASE)
- Possession of a valid driver's license
- Able to work independently
- Emerging skills place an emphasis on computers and airbrakes

**WAGES AND BENEFITS**

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.50 - 9.00	\$7.19
New Hires, W/ Experience	\$5.75 - 14.00	\$9.50
After Three Years W/ Firm	\$8.10 - 16.78	\$13.60

Hours Worked: Almost all Automotive Mechanics work full-time at an average of 41 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	47%	27%	7%
Dental Insurance	33%	20%	0%
Vision Insurance	33%	0%	0%
Life Insurance	27%	20%	0%
Sick Leave	40%	0%	0%
Vacation	87%	0%	0%
Retirement Plan	40%	13%	0%
Child Care	7%	7%	0%

\*Percentage is based on 15 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	X
Moderately Difficult		
Not Difficult		

The Job Market for: **Automotive Mechanics**  
 Experienced applicants: Not Competitive  
 Inexperienced applicants: Not Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: current employee referrals, newspaper ads, and walk-in applicants.

**Employer Responses:** 15 employers, representing 62 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

**Size of Employment:** 390 - 430 (Very Large)

**Gender:** Employers responding indicate 100% of workers are male, 0% are female.

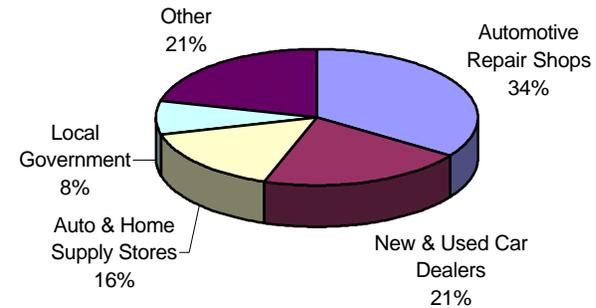
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	40
<u>Separations to 2004:</u>	70
Total Openings:	110

**Growth Trends:** The new job growth rate for this occupation is 10.3%, which is growing faster than the average new job growth rate of 7.7% for all occupations in the consortium. Many employers responding project their firm's employment in this occupation to remain stable over the next two years. Many anticipate new growth over this period.

## Where The Jobs Are



## **OTHER INFORMATION:**

**Alternate Job Titles:** Automotive Technician, Sales and Service, Technician, Mechanic, Lead Mechanic

**Related DOT Code:** 620.261-010, 620.261-012, 620.281-026, 620.281-038, 620.281-046, 620.281-062, 620.281-066

**Promotional Opportunities:** May be promoted to foreman, lead technician, assistant manager, or manager

**Turnover:** Among employers surveyed, the rate is 14.5% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Few employers responding indicate their employees are unionized.

**BAKERS -- BREAD AND PASTRY**

**OES 650210**

Bread and Pastry Bakers mix and bake ingredients according to recipes to produce breads, pastries, and other baked goods. They produce goods in smaller quantities for consumption on premises or for sale as specialty baked goods.

**EMPLOYER REQUIREMENTS**

Education and Training: Many employers report they require at least a high school diploma or equivalent.

Experience: Many employers surveyed report they require of prefer experience. The average length of experience required in the occupation is 5 months. All employers surveyed are willing to accept training as a substitute for experience. The average length of training needed to substitute for training is 5 months.

Skills and Qualifications:

- Pastry making and decorating skills
- Basic math skills
- Knowledge of baking equipment
- Ability to stand continuously for 2 or more hours
- Ability to lift at least 25 pounds repeatedly
- Ability to read and follow instructions

**WAGES AND BENEFITS**

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$5.75 - 6.90	\$6.00
New Hires, W/ Experience	\$5.75 - 7.50	\$6.50
After Three Years W/ Firm	\$6.00 - 10.02	\$7.75

\*Wages reflect economic situation subsequent to state minimum wage change of 03/01/98

Hours Worked: Almost all employers offer full-time employment in the occupation of 40 hours per week. Many employers offer part-time hours averaging 25 per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	31%	6%	6%
Dental Insurance	19%	6%	6%
Vision Insurance	19%	6%	6%
Life Insurance	25%	13%	0%
Sick Leave	25%	6%	0%
Vacation	38%	6%	0%
Retirement Plan	13%	13%	0%
Child Care	0%	0%	0%

\*Percentage is based on 16 employers responding to this particular question.

**EMPLOYMENT TRENDS**

**Supply and Demand:**

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	
Not Difficult		X

The Job Market for: **Bakers -- Bread & Pastry**  
 Experienced applicants: Moderately Competitive  
 Inexperienced applicants: Very Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: current employee referrals, walk-in applicants, and newspaper ads.

**Employer Responses:** 16 employers, representing 46 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

**Size of Occupation:**

EDD OCCUPATIONAL PROJECTIONS -- 1995 TO 2002

**Size of Employment:** 70 - 80 (Small)

**Gender:** Employers responding indicate 33% of workers are male, 67% are female.

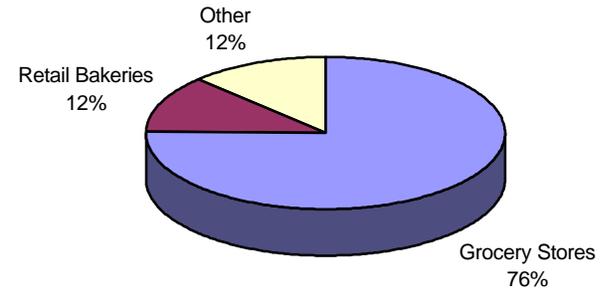
**Projections:**

EDD OCCUPATIONAL PROJECTIONS -- 1995 TO 2002

New jobs through 2002:	10
<u>Separations to 2002:</u>	20
Total Openings:	30

**Growth Trends:** The new job growth rate for this occupation is 14.3%, which is growing much faster than the average job growth rate of 7.7% for all occupations in the consortium. Most employers project their firm's employment in this occupation to remain stable over the next two years. Some anticipate new growth over this period.

**Where The Jobs Are**



**OTHER INFORMATION:**

**Alternate Job Titles:** None available

**Related DOT Code:** 313.361-010, 313.361-038, 313.381-010, 313.381-018, 313.381-026

**Promotional Opportunities:** May be promoted to bakery manager

**Turnover:** Among employers surveyed, the rate is 34.8% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Few employers responding indicate their employees are unionized.

**BOOKKEEPING, ACCOUNTING, AND AUDITING CLERKS, INCLUDING BOOKKEEPERS**

**OES 553380**

Bookkeeping, Accounting, and Auditing Clerks, including Bookkeepers, compute, classify, and record numerical data to keep sets of financial records complete. They perform any combination of routine calculating, posting, and verifying duties to obtain primary financial data for use in maintaining accounting records. They may also check the accuracy of figures, calculations, and postings pertaining to business transactions recorded by other workers. Does not include individuals whose primary duty is operating special office machines.

**EMPLOYER REQUIREMENTS**

Education and Training: All employers surveyed report they require at least a high school diploma or equivalent. Some indicate they require or prefer technical or vocational training prior to hire. This often takes the form of bookkeeping, business math, payroll processing, computer, or accounting classes.

Experience: All employers surveyed report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 24 months of prior bookkeeping, accounting, or auditing clerk experience.

Skills and Qualifications:

- Able to use mathematics to solve problems
- Know how to find information and identifying essential information
- Able to find ways to structure or classify multiple pieces of information
- Able to understand written sentences and paragraphs in work documents
- Able to communicate effectively with others in writing
- Able to conduct an audit
- Able to perform routine, repetitive work
- Able to use spreadsheet, work processing, and database software
- Able to pay attention to detail
- Telephone answering skills
- Public contact skills/oral communication skills
- Able to work independently
- Willing to work with close supervision

**WAGES AND BENEFITS**

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$7.00 - 10.92	\$8.00
New Hires, W/ Experience	\$7.50 - 12.04	\$9.00
After Three Years W/ Firm	\$8.50 - 13.95	\$10.00

Hours Worked: Almost all Bookkeepers, Accounting & Auditing Clerks work full-time averaging 40 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	63%	13%	0%
Dental Insurance	63%	0%	0%
Vision Insurance	50%	0%	0%
Life Insurance	63%	0%	6%
Sick Leave	75%	0%	0%
Vacation	69%	0%	0%
Retirement Plan	44%	25%	0%
Child Care	0%	0%	0%

\*Percentage is based on 16 employers responding to this particular question.

**EMPLOYMENT TRENDS**

**Supply and Demand:**

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

The Job Market for: **Bookkeepers, Accounting, & Auditing Clerks**  
 Experienced applicants: Moderately Competitive  
 Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspapers ads, current employee referrals, and walk-in applicants.

**Employer Responses:** 16 employers, representing 34 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

**Size of Occupation:**

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

**Size of Employment:** 810 - 810 (Very Large)

**Gender:** Employers responding indicate 18% of workers are male, 82% are female.

**Projections:**

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	0
<u>Separations to 2004:</u>	90
Total Openings:	90

**Growth Trends:** The new job growth rate for this occupation is 0%, which is growing slower than the average new job growth rate of 7.7% for all occupations in the consortium. Most employers project their firm's employment in this occupation to remain stable over the next two years.

**Where The Jobs Are**

Government	15.1%
Educational Services	8.4%
Food Stores	8.1%
Lumber & Wood Products	6.2%
Auto Dealers & Gasoline Service Stations	5.7%
Health Services	4.4%
Accounting, Auditing, & Bookkeeping	3.3%
Eating & Drinking Places	2.6%
Drug Stores & Proprietary Stores	2.0%
Hotels & Motels	1.8%
Amusement & Recreation Services	1.6%
Residential Building Construction	1.4%
Real Estate Agents & Managers	1.4%
Auto Repair Shops	1.4%
Other	36.6%

**OTHER INFORMATION:**

**Alternate Job Titles:** Administrative Assistant, Accounts Receivable & Payable Specialist, Office Assistant

**Related DOT Code:** 210.380-046, 216.482-010, 216.382-022, 210.362-010, 210.382-014, 210.382-010, 210.382-010

**Promotional Opportunities:** May be promoted to assistant manager, office manager, fiscal assistant, chief fiscal officer, bookkeeping supervisor, or grants analyst

**Turnover:** Among employers surveyed, the rate is 17.6% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Few employers surveyed report their employees are unionized.

**BUS DRIVERS -- SCHOOL**

**OES 971110**

School Bus Drivers transport students between pick-up points and school. They maintain order during the trip and adhere to safety rules when loading and unloading pupils.

**EMPLOYER REQUIREMENTS**

Education and Training: Almost all employers report they require a high school diploma or equivalent. Almost all indicate they require school bus driver training prior to hire.

Experience: Most employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 12 months of school bus driving, public bus driving, or truck driving experience.

Skills and Qualifications:

- Able to control operations of equipment or systems
- Able to watch gauges, dials, or other indicators to make sure a machine is working properly
- Able to be aware of others' reactions and understand why they react the way they do
- Able to perform routine maintenance and determine when and what kind of maintenance is needed
- Able to work independently
- Able to work under pressure
- Possession of valid Class B driver's license and good DMV driving record
- Able to handle crisis situations
- Automotive maintenance and minor repair skills
- Able to administer emergency first aid
- Able to perform cardio pulmonary resuscitation (CPR)
- Map reading skills

**WAGES AND BENEFITS**

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$8.00 - 12.88	\$10.50
New Hires, W/ Experience	\$8.00 - 16.03	\$11.13
After Three Years W/ Firm	\$10.00 - 15.00	\$12.29

\*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

Hours Worked: Many School Bus Drivers work full-time averaging 40 hours per week. Some work part-time at an average of 17 hours weekly.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	33%	7%	40%	53%	0%	0%
Dental Insurance	33%	7%	40%	53%	0%	0%
Vision Insurance	33%	7%	33%	53%	0%	0%
Life Insurance	47%	27%	0%	0%	13%	20%
Sick Leave	67%	40%	7%	13%	0%	7%
Vacation	67%	40%	7%	13%	0%	7%
Retirement Plan	20%	0%	53%	53%	0%	7%
Child Care	0%	0%	7%	7%	7%	7%

\*Percentage is based on 15 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		X
Moderately Difficult	<b>Insufficient Data</b>	
Not Difficult		

The Job Market for: **School Bus Drivers**  
Experienced applicants: Insufficient Data  
Inexperienced applicants: Not Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, in-house promotion or transfer, current employee referrals, and walk-in applicants.

**Employer Responses:** 15 employers, representing 154 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

**Size of Employment:** 170 (Medium)

**Gender:** Employers responding indicate 29% of workers are male, 71% are female.

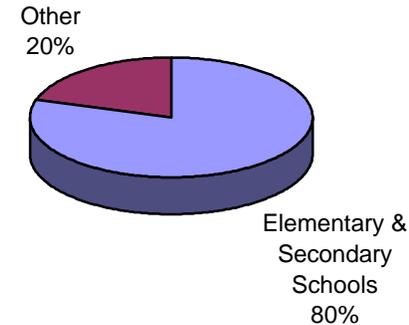
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	0
<u>Separations to 2006:</u>	20
Total Openings:	20

**Growth Trends:** The new job growth rate for this occupation is 0%, indicating growth remains stable relative to the average job growth rate of 9.1% for all occupations in the consortium. Almost all employers project their firm's employment in this occupation to remain stable over the next two years.

## WHERE THE JOBS ARE



## OTHER INFORMATION:

**Alternate Job Titles:** None Available

**Related DOT Code:** 913.463-010

**Promotional Opportunities:** May be promoted to lead bus driver, transportation director, head bus driver, supervisor, or other administrative position

**Turnover:** Among employers surveyed, the rate is 2.6% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Almost all employers surveyed report their employees are unionized.

**CASHIERS**

**OES 490230**

Cashiers receive and disburse cash payments, handle credit transactions, make change, issue receipts, and balance the tender drawer in a variety of establishments. Their work usually involves the use of adding machines, cash registers, and change makers.

**EMPLOYER REQUIREMENTS**

Education and Training: Most employers report they require a high school diploma or equivalent. No employer surveyed indicates a requirement or preference for technical or vocational training prior to hire. Almost all, however, express they will accept training as a substitute for work experience.

Experience: Some employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 12 months of cash handling experience.

Skills and Qualifications:

- Record keeping skills
- Cash handling skills
- Grocery checking skills
- Able to follow check cashing procedures
- Able to operate a cash register
- Able to stand continuously for 2 or more hours
- Basic math skills
- Able to actively look for ways to help people
- Able to talk to others to effectively convey information
- Able to be aware of others' reactions and understand why they react the way they do
- Able to listen to what others are saying and ask questions appropriately
- Willingness to work with close supervision
- Able to work under pressure

**WAGES AND BENEFITS**

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$5.75 - 6.50	\$5.88
New Hires, W/ Experience	\$5.75 - 7.00	\$6.50
After Three Years W/ Firm	\$6.25 - 9.00	\$7.50

Hours Worked: Many Cashiers work part-time averaging 26 hours per week. Many work full-time at an average of 40 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	40%	20%	0%
Dental Insurance	20%	20%	0%
Vision Insurance	33%	7%	0%
Life Insurance	33%	13%	0%
Sick Leave	40%	0%	0%
Vacation	67%	0%	0%
Retirement Plan	33%	7%	0%
Child Care	0%	0%	0%

\*Percentage is based on 15 employers responding to this particular question.

**EMPLOYMENT TRENDS**

**Supply and Demand:**

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	<b>X</b>	<b>X</b>
Moderately Difficult		
Not Difficult		

The Job Market for: **Cashiers**  
 Experienced applicants: Not Competitive  
 Inexperienced applicants: Not Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: walk-in applicants, current employee referrals, and newspaper ads.

**Employer Responses:** 15 employers, representing 278 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

**Size of Occupation:**

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

**Size of Employment:** 2,240 - 2,550 (Very Large)

**Gender:** Employers responding indicate 17% of workers are male, 83% are female.

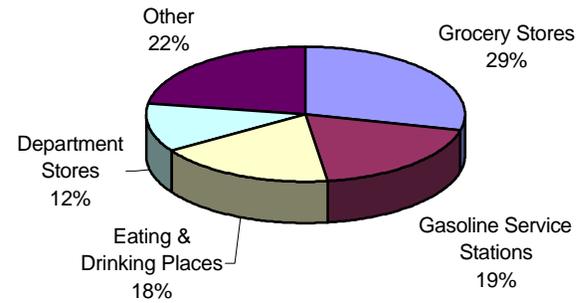
**Projections:**

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	310
<u>Separations to 2004:</u>	830
Total Openings:	1,140

**Growth Trends:** The new job growth rate for this occupation is 13.8%, which is growing much faster than the average new job growth rate of 7.7% for all occupations in the consortium. Almost all employers project their firm's employment in this occupation to remain stable over the next two years.

**Where The Jobs Are**



**OTHER INFORMATION:**

**Alternate Job Titles:** Checkers, Sales Associates

**Related DOT Code:** 211.362-010, 211.462-010, 211.462-014, 211.462-034, 211.467-010, 211.467-034, 249.467-010

**Promotional Opportunities:** May be promoted to assistant manager, manager, department head, service manager, payroll administrator, or new accounts position

**Turnover:** Among employers surveyed, the rate is 51.8% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** No. Employers responding indicate no unionization for this occupation.

**CHILD CARE WORKERS**

**OES 680380**

Child Care Workers attend children at school, businesses, and institutions performing a variety of tasks, such as dressing, feeding, bathing, and overseeing play. Does not include workers whose primary function is to teach in a structured setting.

**EMPLOYER REQUIREMENTS**

Education and Training: Almost all employers report they require at least a high school diploma or equivalent prior to hiring an applicant for this occupation. A few indicate they require an associate's degree. Some indicate they require technical or vocational training prior to hire. This typically takes the form of 12 units of early childhood education.

Experience: Most employers report they require or prefer work experience in this occupation. They indicate a preference for hiring applicants with 6 - 24 months of experience as a child care worker, teacher's aide, or other child-related experience.

Skills and Qualifications:

- Oral Communication skills
- Knowledge of early childhood development
- Musical skills
- Ability to administer first aid
- Possession of an Early Childhood Development Certificate
- Ability to write effectively and legibly
- Able to listen to what others are saying and ask appropriate questions
- Able to stand continuously for 2 or more hours
- Able to understand a variety of cultures
- Able to handle crisis situations
- Possession of a clean police record
- Able to exercise patience
- Able to work independently
- Willingness to work with close supervision

**WAGES AND BENEFITS**

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$5.75 - 6.50	\$5.75
New Hires, W/ Experience	\$5.75 - 8.00	\$6.50
After Three Years W/ Firm	\$5.75 - 10.50	\$8.50

Hours Worked: Many Child Care Workers work full-time at an average of 40 hours per week. Many work part-time averaging 22 hours weekly.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	24%	12%	0%
Dental Insurance	24%	6%	0%
Vision Insurance	18%	6%	0%
Life Insurance	6%	6%	0%
Sick Leave	35%	0%	0%
Vacation	35%	0%	0%
Retirement Plan	12%	6%	0%
Child Care	12%	6%	0%

\*Percentage is based on 17 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

The Job Market for: **Child Care Workers**  
 Experienced applicants: Moderately Competitive  
 Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and colleges & universities.

**Employer Responses:** 17 employers, representing 130 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

**Size of Employment:** 120 - 130 (Medium)

**Gender:** Employers responding indicate 15% of workers are male, 85% are female.

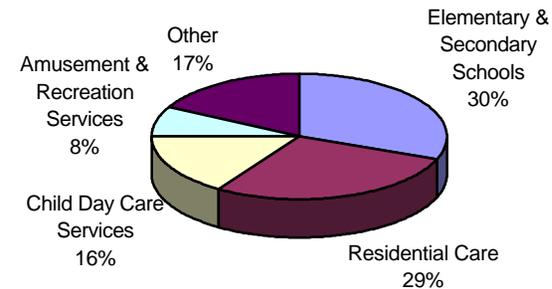
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	10
<u>Separations to 2004:</u>	10
Total Openings:	20

**Growth Trends:** The new job growth rate for this occupation is 8.3%, which is growing at an average rate. The average new job growth rate for all occupations in the consortium is 7.7%. Most employers project their firm's employment in this occupation to remain stable over the next two years. Some anticipate growth over this period.

## Where The Jobs Are



## **OTHER INFORMATION:**

**Alternate Job Titles:** Child Care Aides, Child Care Provider, Child Care Teacher, Child Sitter, Child Care Giver

**Related DOT Code:** 355.674-010, 359.677-010, 359.677-018, 359.677-026

**Promotional Opportunities:** May be promoted to program coordinator, director, head teacher, or assistant director

**Turnover:** Among employers surveyed, the rate is 13.8% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Few employers surveyed report their employees are unionized.

**COMPUTER SUPPORT SPECIALISTS**

**OES 251040**

Computer Support Specialists provide technical assistance and training to computer system users. Investigate and resolve computer software and hardware problems of users. Answer clients' inquiries in person and via telephone concerning the use of computer hardware and software, including printing, word processing, programming languages, electronic mail, and operating systems.

**EMPLOYER REQUIREMENTS**

Education and Training: All employers surveyed report they require at least a high school diploma or equivalent prior to hiring an applicant for this occupation. Many indicate they require or prefer vocational or technical training prior to hire. This may be in the form of college classes, trade school courses, or other computer workshops.

Experience: Almost all employers report they require or prefer work experience in this occupation. They indicate a preference for hiring applicants with 6 - 36 months of computer related experience.

Skills and Qualifications:

- Able to utilize good teaching techniques
- Able to communicate technical information to non-technical staff
- Able to communicate with computer literate staff
- Able to analyze needs and product requirements to create a design
- Able to conduct tests to determine whether equipment, software, or procedures are operating as expected
- Able to determine the cause of an operating error and resolve problem
- Able to use logic and analysis to identify the strengths and weaknesses of various approaches
- Knowledge of how to find information and identify essential information
- Knowledge of word processing, database, and spreadsheet software
- Able to keep abreast of technological changes
- Knowledge of networks and the Internet
- Able to write effectively and legibly
- Able to understand written sentences and paragraphs in work documents

**WAGES AND BENEFITS**

Wages:

	Non-Union Range	Union Range	Non-Union Median	Union Median
New Hires, No Experience	\$13.00 - 15.59	\$14.25 - 14.25	\$14.30	\$14.25
New Hires, W/ Experience	\$5.75 - 16.78	\$8.17 - 15.71	\$13.13	\$12.81
After Three Years W/ Firm	\$8.00 - 19.90	\$9.01 - 17.31	\$14.75	\$13.57

Hours Worked: Almost all Computer Support Specialists work full-time at an average of 40 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	65%	12%	6%
Dental Insurance	65%	12%	6%
Vision Insurance	65%	12%	6%
Life Insurance	59%	6%	6%
Sick Leave	82%	0%	0%
Vacation	82%	0%	0%
Retirement Plan	59%	18%	0%
Child Care	0%	0%	0%

\*Percentage is based on 17 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

The Job Market for: **Computer Support Specialists**

Experienced applicants: Moderately Competitive

Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, walk-in applicants, and current employee referrals.

**Employer Responses:** 17 employers, representing 55 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

**Size of Employment:** 90 - 170 (Medium)

**Gender:** Employers responding indicate 60% of workers are male, 40% are female.

### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004: 80

Separations to 2004: 10

Total Openings: 90

**Growth Trends:** The new job growth rate for this occupation is 88.9%, which is growing much faster than the average job growth rate of 7.7% for all occupations in the consortium. Many employers project their firm's employment in this occupation to remain stable over the next two years. Many anticipate new growth over this period.

## Where The Jobs Are

Telephone Communications	27.5%
Computer & Data Processing Services	10.6%
Local Government	10.6%
Commercial Banks	8.5%
Hospitals	7.7%
Colleges & Universities	5.6%
Local & Suburban Transportation	4.2%
Elementary & Secondary Schools	3.5%
Other	21.8%

## OTHER INFORMATION:

**Alternate Job Titles:** Computer Technician, Information Systems Technician, Internet Support Specialist, Technical Support Analyst, Technical Assistant, Network Administrator

**Related DOT Code:** 032.132-010, 032.262-010, 039.264-010

**Promotional Opportunities:** May be promoted to computer programmer, systems analyst, systems or network administrator, or supervisor.

**Turnover:** Among employers surveyed, the rate is 12.7% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Some employers surveyed report their employees are unionized.

**COOKS -- SHORT ORDER**

**OES 650350**

Short Order Cooks prepare and cook to order a variety of foods that require only a short preparation time. They may take orders from customers and serve patrons at counters or tables. Does not include cooks in fast foods establishments.

**EMPLOYER REQUIREMENTS**

Education and Training: Many employers report they require a high school diploma or equivalent. Few indicate a preference for vocational or technical training prior to hire.

Experience: Almost all employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 24 months of experience as a short order cook, preparation cook, or other food service experience.

Skills and Qualifications:

- Able to pass a pre-employment medical examination
- Able to stand continuously for two or more hours
- Able to lift at least 30 pounds repeatedly
- Able to work independently
- Willing to work with close supervision
- Able to work under pressure
- Public contact skills
- Able to operate a cash register
- Food preparation skills
- Fry cooking skills
- Basic math skills
- Able to read and follow instructions
- Able to write legibly
- Oral communication skills
- Able to follow oral instructions

**WAGES AND BENEFITS**

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.25 - 6.75	\$6.50
New Hires, W/ Experience	\$6.25 - 8.00	\$7.00
After Three Years W/ Firm	\$7.25 - 10.00	\$8.00

\*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

Hours Worked: Most Short Order Cooks work full-time averaging 39 hours per week. Some work part-time at an average of 27 hours weekly.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	7%	0%	0%	7%	7%	0%
Dental Insurance	7%	0%	0%	0%	0%	0%
Vision Insurance	0%	0%	7%	0%	0%	0%
Life Insurance	7%	0%	0%	0%	7%	0%
Sick Leave	20%	0%	0%	0%	0%	0%
Vacation	40%	0%	0%	0%	7%	0%
Retirement Plan	0%	0%	13%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

\*Percentage is based on 15 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	X
Moderately Difficult		
Not Difficult		

The Job Market for: **Short Order Cooks**  
 Experienced applicants: Not Competitive  
 Inexperienced applicants: Not Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, walk-in applicants, and current employee referrals.

**Employer Responses:** 15 employers, representing 113 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

**Size of Employment:** 110 - 120 (Medium)

**Gender:** Employers responding indicate 64% of workers are male, 36% are female.

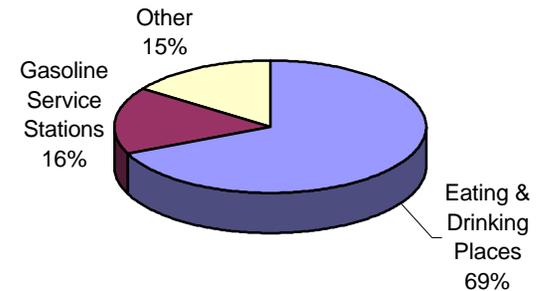
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	10
<u>Separations to 2006:</u>	20
Total Openings:	30

**Growth Trends:** The new job growth rate for this occupation is 9.1%, which is growing at an average rate. The average new job growth rate for all occupations in the consortium is 9.1%. Most employers project their firm's employment in this occupation to remain stable over the next two years. Some expect growth over this period.

## WHERE THE JOBS ARE



## OTHER INFORMATION:

**Alternate Job Titles:** Food Service Workers

**Related DOT Code:** 313.374-014

**Promotional Opportunities:** May be promoted to chef, shift leader, supervisor, assistant manager, or general manager

**Turnover:** Among employers surveyed, the rate is 44.6% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Few employers surveyed report their employees are unionized.

**CUSTOMER SERVICE REPRESENTATIVES -- UTILITIES**

**OES 553350**

Utilities Customer Service Representatives interview applicants for water, gas, electric, or telephone service. They talk with customers by phone or in person and receive orders for installation, turn-on, discontinuance, or change in services.

**EMPLOYER REQUIREMENTS**

Education and Training: Almost all employers report they require a high school diploma or equivalent. Few require or prefer technical or vocational training prior to hire.

Experience: Many employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 24 months of customer service, cashiering, public utility, or similar experience.

Skills and Qualifications:

- Able to talk to others to effectively convey information
- Able to listen to what others are saying and ask questions as appropriate
- Actively look for ways to help people
- Able to identify the nature of problems
- Able to understand written sentences and paragraphs in work documents
- Able to communicate effectively with others in writing as indicated by the needs of the audience
- Able to use mathematics to solve problems
- Able to know how to find information and identify essential information
- Able to work under pressure
- Able to perform routine, repetitive work
- Able to sit continuously for 2 or more hours
- Record keeping skills
- Willingness to work with close supervision

**WAGES AND BENEFITS**

	Non-Union	Union	Non-Union	Union
	Range	Range	Median	Median
*Wages: New Hires, No Experience	\$6.50 - 10.00	\$9.00 - 12.00	\$8.00	\$9.99
New Hires, W/ Experience	\$6.25 - 10.00	\$9.00 - 12.00	\$8.50	\$10.00
After Three Years W/ Firm	\$6.89 - 14.42	\$11.00 - 17.00	\$11.00	\$13.61

\*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

Hours Worked: Almost all Utilities Customer Service Representatives work full-time at an average of 40 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	63%	21%	0%
Dental Insurance	63%	11%	0%
Vision Insurance	58%	16%	0%
Life Insurance	53%	11%	5%
Sick Leave	84%	0%	0%
Vacation	84%	0%	0%
Retirement Plan	58%	26%	0%
Child Care	0%	0%	0%

\*Percentage is based on 19 employers responding to this particular question.

**EMPLOYMENT TRENDS**

**Supply and Demand:**

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	
Moderately Difficult		X
Not Difficult		

The Job Market for: **Utilities Customer Service Representatives**  
 Experienced applicants: Not Competitive  
 Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: "word of mouth", newspaper ads, and in-house promotion or transfer.

**Employer Responses:** 19 employers, representing 65 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

**Size of Occupation:**

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

**Size of Employment:** 60 - 70 (Small)

**Gender:** Employers responding indicate 25% of workers are male, 75% are female.

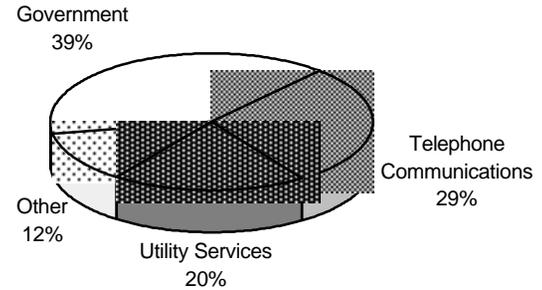
**Projections:**

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	10
<u>Separations to 2006:</u>	10
Total Openings:	20

**Growth Trends:** The new job growth rate for this occupation is 16.7%, which is growing much faster than the average job growth rate of 9.1% for all occupations in the consortium. Almost all employers project their firm's employment in this occupation to remain stable over the next two years.

**WHERE THE JOBS ARE**



**OTHER INFORMATION:**

**Alternate Job Titles:** Clerk, Customer Service Clerk, Secretary, Operator

**Related DOT Code:** 239.362-014, 239.367-034

**Promotional Opportunities:** May be promoted to billing or accounting clerk, administrative assistant, or bookkeeper

**Turnover:** Among employers surveyed, the rate is 7.9% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Some employers responding indicate their employees are unionized.

**DENTAL ASSISTANTS**

**OES 660020**

Dental Assistants assist the dentist at the chair by preparing patients and equipment, keeping records, and performing related duties as required.

**EMPLOYER REQUIREMENTS**

Education and Training: Almost all employers report they require a high school diploma or equivalent. Most indicate they require or prefer technical or vocational training prior to hire. To become a registered dental assistant, the state requires candidates to graduate from a Board-approved dental assistant program, or 18 months of on-the-job training as a dental assistant for a California-licensed dentist.

Experience: Almost all employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 24 months of prior experience as a dental assistant.

Skills and Qualifications:

- Able to adjust actions in relation to others' actions
- Able to listen to what others are saying and ask questions appropriately
- Able to talk to others to effectively convey information
- Able to do ultrasonic scaling
- Able to complete and explain insurance forms
- Able to perform or assist with dental procedures
- Able to follow billing procedures
- Possession of a Radiation Safety Certificate
- Possession of a Registered Dental Assistant (RDA) Certificate
- Able to write effectively and legibly
- Good grooming skills
- Willingness to work with close supervision
- Public contact skills
- Able to follow oral instructions
- Knowledge of dental materials

**WAGES AND BENEFITS**

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$5.75 - 10.00	\$6.50
New Hires, W/ Experience	\$7.00 - 12.00	\$9.00
After Three Years W/ Firm	\$9.00 - 15.00	\$11.83

Hours Worked: Most Dental Assistants work full-time averaging between 32 - 39 hours per week. Some work part-time averaging 28 hours weekly.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	33%	17%	6%
Dental Insurance	50%	11%	6%
Vision Insurance	11%	6%	6%
Life Insurance	0%	6%	6%
Sick Leave	33%	11%	0%
Vacation	67%	0%	0%
Retirement Plan	22%	6%	0%
Child Care	0%	0%	6%

\*Percentage is based on 18 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

The Job Market for: **Dental Assistants**  
 Experienced applicants: Moderately Competitive  
 Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and school or program referrals.

**Employer Responses:** 18 employers, representing 55 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

**Size of Employment:** 160 - 180 (Medium/Large)

**Gender:** Employers responding indicate 4% of workers are male, 96% are female.

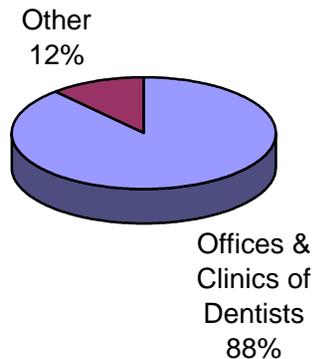
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	20
<u>Separations to 2004:</u>	30
<u>Total Openings:</u>	50

**Growth Trends:** The new job growth rate for this occupation is 12.5%, which is growing much faster than the average new job growth rate of 7.7% for all occupations in the consortium. Most employers project their firm's employment in this occupation to remain stable over the next two years. Some anticipate new growth over this period.

## Where The Jobs Are



## OTHER INFORMATION:

**Alternate Job Titles:** Registered Dental Assistant, Chairside Dental Assistant

**Related DOT Code:** 079.361-018

**Promotional Opportunities:** May be promoted to registered dental assistant, dental receptionist

**Turnover:** Among employers surveyed, the rate is 14.5% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** No. Employers responding indicate no unionization for this occupation.

**DENTAL HYGIENISTS**

**OES 329080**

Dental Hygienists perform dental prophylactic treatments and instruct groups and individuals in the care of the teeth and mouth.

**EMPLOYER REQUIREMENTS**

Education and Training: Almost all employers report they require at least an associate's degree. Some indicate they require a bachelor's degree prior to hire. Additionally, it is required by the State that candidates for hire graduate from a board-approved dental hygiene program. This is generally a 24-month program within California.

Experience: Most employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 24 months of prior experience as a dental hygienist.

Skills and Qualifications:

- Able to understand written sentences and paragraphs in work documents
- Able to identify the nature of problems
- Able to talk to others to effectively convey information
- Able to use scientific methods to solve problems
- Able to use logic and analysis to identify the strengths and weaknesses of different approaches
- Able to find ways to structure or classify multiple pieces of information
- Able to determine the kind of tools and equipment needed to do a job
- Able to weigh the relative costs and benefits of a potential action
- Able to listen to what others are saying and ask questions as appropriate
- Able to work with new material or information to grasp its implications
- Able to actively look for ways to help people
- Able to know how to control operations of equipment or systems
- Able to write legibly and effectively
- Understanding of good diet and nutrition

**WAGES AND BENEFITS**

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$25.00 - 38.75	\$33.61
New Hires, W/ Experience	\$26.00 - 38.75	\$32.25
After Three Years W/ Firm	\$26.00 - 41.67	\$35.81

\*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

Hours Worked: Most work part-time averaging 16 hours per week. Some work full-time at an average of 34 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	6%	0%	13%	0%	0%	0%
Dental Insurance	31%	25%	0%	6%	0%	0%
Vision Insurance	0%	0%	0%	0%	0%	0%
Life Insurance	0%	0%	0%	0%	0%	0%
Sick Leave	25%	13%	0%	0%	0%	0%
Vacation	31%	31%	0%	0%	0%	0%
Retirement Plan	0%	6%	13%	0%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

\*Percentage is based on 16 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	X
Moderately Difficult		
Not Difficult		

The Job Market for: **Dental Hygienists**

Experienced applicants: Not Competitive

Inexperienced applicants: Not Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, walk-in applicants, current employee referrals, school or program referrals, and colleges/universities.

**Employer Responses:** 16 employers, representing 31 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

**Size of Employment:** 120 - 140 (Medium)

**Gender:** Employers responding indicate 6% of workers are male, 94% are female.

### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

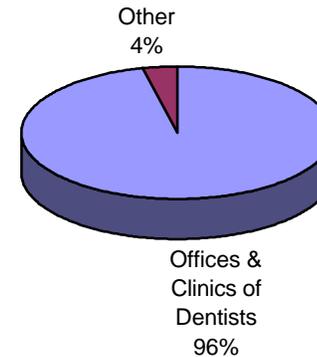
New jobs through 2006: 20

Separations to 2006: 20

Total Openings: 40

**Growth Trends:** The new job growth rate for this occupation is 16.7%, which is growing much faster than the average job growth rate of 9.1% for all occupations in the consortium. Many employers project their firm's employment in this occupation to grow over the next two years. Some anticipate growth to remain stable over this period.

## WHERE THE JOBS ARE



## OTHER INFORMATION:

**Alternate Job Titles:** Registered Dental Hygienist, Hygienist

**Related DOT Code:** 078.361-010

**Promotional Opportunities:** Employers report no promotional opportunities for this occupation.

**Turnover:** Among employers surveyed, the rate is 0% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** No. Employers responding indicate no unionization for this occupation.

**DISPATCHERS -- POLICE, FIRE, AND AMBULANCE**

**OES 580020**

Dispatchers--Police, Fire, and Ambulance, receive complaints from the public concerning crimes and police emergencies and broadcast orders to police radio patrol units in the vicinity to investigate. They operate radio and telephone equipment to receive reports of fires and medical emergencies and relay information or orders to proper officials.

**EMPLOYER REQUIREMENTS**

Education and Training: Of those surveyed, all employers report they require a high school diploma or equivalent. Some indicate they require vocational or technical training prior to hire.

Experience: Most employers report they require or prefer experience in this occupation. They tend to hire applicants with 6 - 24 months of experience in the following: communications, and law enforcement.

Skills and Qualifications:

- Able to listen to what others are saying and ask questions as appropriate
- Able to talk to others to effectively convey information
- Able to actively look for ways to help people
- Able to identify the nature of problems
- Able to know how to find information and identify essential information
- Able to weigh the relative costs and benefits of a potential action
- Able to adjust actions in relation to others' actions
- Able to control operations of equipment or systems
- Able to communicate effectively with others in writing as indicated by the needs of the audience
- Able to use logic and analysis to identify the strengths and weaknesses of different approaches
- Able to teach others how to do something
- Able to be aware of others' reactions and to understand why they react the way they do
- Able to develop approaches for implementing an idea

**WAGES AND BENEFITS**

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$8.00 - 14.19	\$10.89
New Hires, W/ Experience	\$6.25 - 16.32	\$11.31
After Three Years W/ Firm	\$8.00 - 18.70	\$13.23

\*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

Hours Worked: Almost all Dispatchers work full-time averaging 40 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	47%	53%	0%
Dental Insurance	53%	47%	0%
Vision Insurance	53%	40%	0%
Life Insurance	60%	20%	13%
Sick Leave	100%	0%	0%
Vacation	100%	0%	0%
Retirement Plan	47%	53%	0%
Child Care	0%	0%	7%

\*Percentage is based on 15 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		X
Moderately Difficult	<b>Insufficient Data</b>	
Not Difficult		

The Job Market for: **Dispatchers -- Police, Fire, and Ambulance**  
 Experienced applicants: Insufficient Data  
 Inexperienced applicants: Not Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, in-house promotion or transfer, and current employee referrals.

**Employer Responses:** 15 employers, representing 86 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

**Size of Employment:** 120 - 130 (Medium)

**Gender:** Employers responding indicate 24% of workers are male, 76% are female.

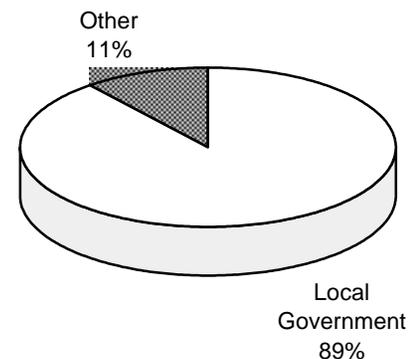
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	10
<u>Separations to 2006:</u>	10
<u>Total Openings:</u>	20

**Growth Trends:** The new job growth rate for this occupation is 8.3%, which is growing at an average rate. The average new job growth rate for all occupations in the consortium is 9.1%. Most employers project their firm's employment in this occupation to remain stable over the next two years. Many anticipate growth over this period.

## WHERE THE JOBS ARE



## OTHER INFORMATION:

**Alternate Job Titles:** Communications Dispatcher, Public Safety Dispatcher

**Related DOT Code:** 372.167-010, 379.162-010, 379.362-010, 379.362-018

**Promotional Opportunities:** May be promoted to senior dispatcher, communications supervisor, or dispatch manager

**Turnover:** Among employers surveyed, the rate is 12.0% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Almost all employers surveyed report their employees are unionized.

**EDUCATION ADMINISTRATORS**

**OES 150050**

Education Administrators plan, organize, direct, control, or coordinate the educational activities of colleges, universities, vocational, technical, post-secondary, secondary, or elementary schools. Includes administrators of separate training and instructional organizations (or programs) in private business or other agencies.

**EMPLOYER REQUIREMENTS**

Education and Training: Almost all employers report they require at least a bachelor's degree prior to hiring in this occupation. Many indicate they require graduate study.

Experience: Almost all employers surveyed report they require or prefer work experience in this occupation. The average length of experience required in the occupation is 25 months. Some employers will accept training as a substitute for experience in this occupation. The average length of training needed in lieu of experience is 16 months.

Skills and Qualifications:

- Leadership
- Oral and written communications
- Budget analysis
- Counseling techniques
- Plan/organize education and training programs
- Work nights, weekends, and holidays
- Deal effectively with difficult individuals

**WAGES AND BENEFITS**

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$21.31 - 29.88	\$27.60
New Hires, W/ Experience	\$12.50 - 38.07	\$28.45
After Three Years W/ Firm	\$14.42 - 46.10	\$31.36

\*Wages reflect economic situation subsequent to state minimum wage change of 03/01/98

Hours Worked: All employers surveyed offer full-time employment in the occupation averaging 40 hours per week. A few offer part-time employment averaging 25 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	86%	10%	0%
Dental Insurance	76%	14%	5%
Vision Insurance	76%	10%	0%
Life Insurance	71%	10%	0%
Sick Leave	90%	0%	0%
Vacation	67%	5%	0%
Retirement Plan	43%	29%	5%
Child Care	0%	0%	5%

\*Percentage is based on 21 employers responding to this particular question.

**EMPLOYMENT TRENDS**

**Supply and Demand:**

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

The Job Market for: **Education Administrators**  
 Experienced applicants: Moderately Difficult  
 Inexperienced applicants: Moderately Difficult

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, in-house promotion or transfer, and colleges & universities.

**Employer Responses:** 21 employers, representing 56 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

**Size of Occupation:**

EDD OCCUPATIONAL PROJECTIONS -- 1995 TO 2002

**Size of Employment:** 190 - 200 (Large)

**Gender:** Employers responding indicate 54% of workers are male, 46% are female.

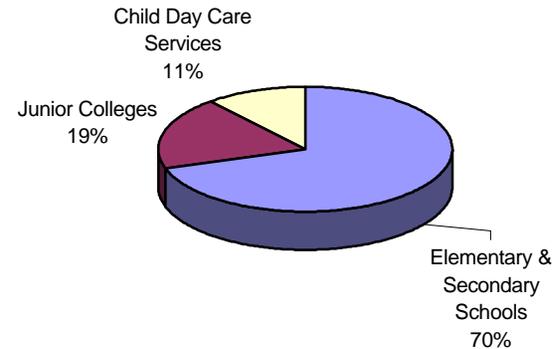
**Projections:**

EDD OCCUPATIONAL PROJECTIONS -- 1995 TO 2002

New jobs through 2002:	10
<u>Separations to 2002:</u>	40
Total Openings:	50

**Growth Trends:** The new job growth rate for this occupation is 5.3%, which is growing slower than the average job growth rate of 7.7% for all occupations in the consortium. Almost all employers project their firm's employment in this occupation to remain stable over the next two years.

**Where The Jobs Are**



**OTHER INFORMATION:**

**Alternate Job Titles:** Principal, Superintendent

**Related DOT Code:** 090.117-010, 090.117-018, 090.117-030, 090.167-010, 090.167-014, 099.117-018, 099.117-010

**Promotional Opportunities:** May be promoted to superintendent or other district position

**Turnover:** Among employers surveyed, the rate is 19.6% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Few employers responding indicate their employees are unionized.

**FINANCIAL MANAGERS**

**OES 130020**

Financial Managers plan, organize, direct, control, or coordinate the financial activities of an organization. Includes managers in banks or similar financial institutions who advise on credit and investment policy or negotiate general policy with financial or other institutions.

**EMPLOYER REQUIREMENTS**

Education and Training: All employers surveyed report they require at least an associate's degree prior to hire. Most require a bachelor's degree, while a few require graduate study.

Experience: Almost all employers surveyed report they require or prefer work experience in this occupation. The average length of experience required in the occupation is 39 months. Few employers will accept training as a substitute for experience. The average length of training needed as a substitute for experience is 14 months.

Skills and Qualifications:

- Business math
- Cost accounting
- Report writing
- Regulations affecting financial institutions
- Statistical analysis techniques
- Operate computers with accounting applications
- Interpret actuarial and probability of loss tables

**WAGES AND BENEFITS**

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$16.83 - 20.00	\$18.42
New Hires, W/ Experience	\$15.00 - 38.36	\$21.82
After Three Years W/ Firm	\$16.67 - 45.55	\$24.18

\*Wages reflect economic situation subsequent to state minimum wage change of 03/01/98

Hours Worked: Almost all employers offer full-time employment in the occupation of 40 hours per week. A few employers offer part-time hours averaging 24 per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	56%	33%	0%
Dental Insurance	50%	28%	6%
Vision Insurance	44%	22%	11%
Life Insurance	67%	17%	0%
Sick Leave	72%	6%	0%
Vacation	72%	6%	0%
Retirement Plan	50%	33%	0%
Child Care	0%	6%	11%

\*Percentage is based on 18 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	X
Moderately Difficult		
Not Difficult		

The Job Market for: **Financial Managers**  
 Experienced applicants: Not Competitive  
 Inexperienced applicants: Not Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, the Employment Development Department, and private employment agencies.

**Employer Responses:** 18 employers, representing 18 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1995 TO 2002

**Size of Employment:** 280 - 310 (Large)

**Gender:** Employers responding indicate 78% of workers are male, 22% are female.

### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1995 TO 2002

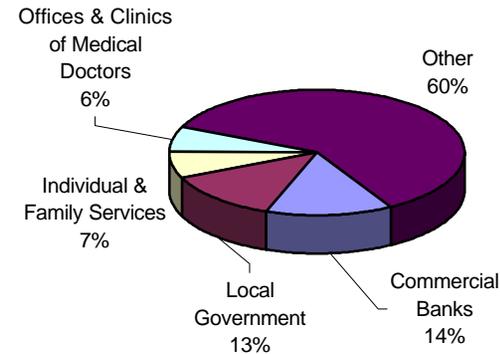
New jobs through 2002: 30

Separations to 2002: 40

Total Openings: 70

**Growth Trends:** The new job growth rate for this occupation is 10.7%, which is growing faster than the average job growth rate of 7.7% for all occupations in the consortium. Almost all employers project their firm's employment in this occupation to remain stable over the next two years.

## Where The Jobs Are



## **OTHER INFORMATION:**

**Alternate Job Titles:** Chief Financial Officer

**Related DOT Code:** 160.167-058, 161.117-018, 186.117-070, 186.117-078, 186.167-054, 186.167-086, 189.117-038

**Promotional Opportunities:** Promotional opportunities exist in various managerial positions

**Turnover:** Among employers surveyed, the rate is 38.9% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** No. Employers responding indicate no unionization for this occupation.

**FIREFIGHTERS**

**OES 630080**

Firefighters control and extinguish fires, protect life and property, and maintain equipment as paid volunteers or employees of city, township, State, or Federal government.

**EMPLOYER REQUIREMENTS**

Education and Training: Of those surveyed, all employers report they require at least a high school diploma or equivalent. Almost all indicate that vocational or technical training is required prior to hire. Candidates for hire are strongly encouraged to seek certification, as a majority of the fire agencies in the state require both a California State Fire Marshall (CSFM) Firefighter I certificate and an Emergency Medical Technician (EMT) - Basic certificate from applicants for a position as a firefighter.

Experience: Almost all employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 12 months of experience as a firefighter.

Skills and Qualifications:

- Possession of agility and coordination
- Good vision and hearing
- Able to able to pass a physical performance test
- Able to pass a pre-employment medical examination
- Able to climb to high places
- Public contact skills
- Possession of clean police record
- Willing to work with close supervision
- Able to work independently
- Emergency Medical Technician Certificate
- Able to write effectively and legibly
- Able to administer emergency first aid
- Able to take vital signs
- Possession of a valid Class A driver's license

**WAGES AND BENEFITS**

<u>Wages:</u>	Non-Union	Union	Non-Union	Union
	<u>Range</u>	<u>Range</u>	<u>Median</u>	<u>Median</u>
New Hires, No Experience	\$6.25 - 9.59	\$11.89 - 18.22	\$7.98	\$15.06
New Hires, W/ Experience	\$6.25 - 15.00	\$11.69 - 25.00	\$7.99	\$15.06
After Three Years W/ Firm	\$6.95 - 20.00	\$13.11 - 35.00	\$11.28	\$18.92

\*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

Hours Worked: Almost all Firefighters work full-time averaging 40 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	56%	44%	0%
Dental Insurance	33%	44%	0%
Vision Insurance	33%	33%	0%
Life Insurance	67%	0%	11%
Sick Leave	100%	0%	0%
Vacation	100%	0%	0%
Retirement Plan	44%	44%	0%
Child Care	11%	0%	11%

\*Percentage is based on 10 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult		X
Not Difficult	X	

The Job Market for: **Firefighters**  
 Experienced applicants: Very Competitive  
 Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: in-house promotion or transfer, newspaper ads, and the Internet.

**Employer Responses:** 10 employers, representing 138 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

**Size of Employment:** 450 - 470 (Very Large)

**Gender:** Employers responding indicate 89% of workers are male, 11% are female.

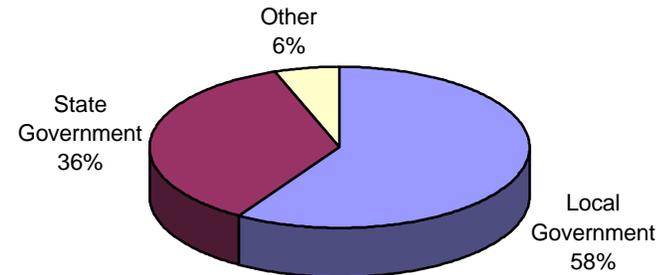
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	20
<u>Separations to 2006:</u>	80
Total Openings:	100

**Growth Trends:** The new job growth rate for this occupation is 4.4%, which is growing slower than the average job growth rate of 9.1% for all occupations in the consortium. Most employers project their firm's employment in this occupation to remain stable over the next two years. Many expect growth over this period.

## WHERE THE JOBS ARE



## OTHER INFORMATION:

**Alternate Job Titles:** None Available

**Related DOT Code:** 373.363-010, 373.364-010, 373.663-010, 452.364-014, 452.687-014

**Promotional Opportunities:** May be promoted to fire chief, engineer, supervisor, captain, or chief

**Turnover:** Among employers surveyed, the rate is 4.4% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Many employers surveyed report their employees are unionized.

**FOOD SERVICE MANAGERS**

**OES 150261**

Food Service Managers plan, organize, direct, control, or coordinate activities of an organization of department that serves food and/or beverages. Includes Food and Beverage Directors.

**EMPLOYER REQUIREMENTS**

Education and Training: Almost all employers report they require a high school diploma or equivalent. Few indicate they require or prefer vocational or technical training prior to hiring an applicant for this occupation. Some employers, however, report they will accept training as a substitute for work experience.

Experience: Almost all employers report they require or prefer work experience in this occupation. They indicate a preference for hiring applicants with 6 - 24 months of catering, restaurant, or other food service experience.

Skills and Qualifications:

- Able to maintain financial records
- Able to manage an activity or department
- Able to plan and organize the work of others
- Able to follow purchasing procedures
- Record keeping skills
- Understanding of inventory techniques
- Able to hire and assign personnel
- Food preparation skills
- Able to write effectively and legibly
- Problem solving skills
- Public contact skills/customer service skills
- Able to work under pressure
- Willingness to work with close supervision
- Oral communication skills

**WAGES AND BENEFITS**

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$5.95 - 10.00	\$7.98
New Hires, W/ Experience	\$6.50 - 13.00	\$8.50
After Three Years W/ Firm	\$8.50 - 16.00	\$11.00

Hours Worked: Most Food Service Managers work full-time averaging 39 hours per week. Some work seasonally averaging 30 hours weekly.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	33%	20%	0%
Dental Insurance	13%	13%	0%
Vision Insurance	13%	7%	0%
Life Insurance	33%	20%	0%
Sick Leave	53%	7%	0%
Vacation	60%	7%	0%
Retirement Plan	20%	20%	0%
Child Care	0%	0%	0%

\*Percentage is based on 15 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		X
Moderately Difficult	X	
Not Difficult		

The Job Market for: **Food Service Managers**  
 Experienced applicants: Moderately Competitive  
 Inexperienced applicants: Not Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, walk-in applicants, and in-house promotion or transfer.

**Employer Responses:** 15 employers, representing 39 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

**Size of Employment:** 180 - 210 (Large)

**Gender:** Employers responding indicate 46% of workers are male, 54% are female.

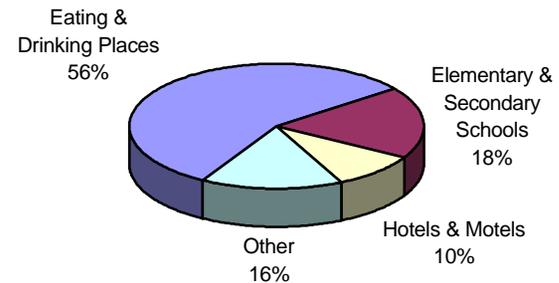
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	30
<u>Separations to 2004:</u>	30
Total Openings:	60

**Growth Trends:** The new job growth rate for this occupation is 16.7%, which is growing much faster than the average job growth rate of 7.7% for all occupations in the consortium. Most employers project their firm's employment in this occupation to remain stable over the next two years. Some anticipate new growth over this period.

## Where The Jobs Are



## OTHER INFORMATION:

**Alternate Job Titles:** Restaurant Manager, Kitchen Manager

**Related DOT Code:** 185.137-010, 187.117-038, 187.167-026, 187.167-106, 187.167-210

**Promotional Opportunities:** May be promoted to district manager, district supervisor

**Turnover:** Among employers surveyed, the rate is 20.5% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** No. Employers responding indicate no unionization for this occupation.

**GENERAL OFFICE CLERKS**

**OES 553470**

General Office Clerks perform a wide variety of tasks. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of bookkeeping, typing, stenography, office machine operation, and filing. Does not include workers whose duties are narrowly defined.

**EMPLOYER REQUIREMENTS**

Education and Training: All employers surveyed report they require a high school diploma or equivalent. Some indicate they require or prefer technical or vocational training prior to hire. Most express they will accept training as a substitute for work experience.

Experience: Almost all employers report they require or prefer work experience in this occupation. They tend to hire applicants with 3 - 24 months of clerical, sales, or other customer service experience.

Skills and Qualifications:

- Able to understand written sentences and paragraphs in work documents
- Able to communicate effectively with others in writing
- Able to talk to others to effectively convey information
- Able to find ways to structure or classify multiple pieces of information
- Alphabetic and numeric filing skills
- Able to operate a 10-key adding machine by touch
- Telephone answering skills
- Computer skills that include word processing, spreadsheet, and database software
- Willingness to work with close supervision
- Basic math skills
- Able to work independently
- Able to type at least 45 words per minute
- Able to perform routine, repetitive work

**WAGES AND BENEFITS**

Wages:

	Non-Union Range	Union Range	Non-Union Median	Union Median
New Hires, No Experience	\$6.00 - 9.80	\$8.50 - 8.50	\$6.62	\$8.50
New Hires, W/ Experience	\$7.00 - 10.93	\$9.00 - 10.00	\$9.00	\$9.38
After Three Years W/ Firm	\$8.00 - 14.03	\$9.90 - 11.63	\$10.00	\$10.96

Hours Worked: Almost all General Office Clerks work full-time at an average of 40 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	80%	7%	0%
Dental Insurance	73%	0%	0%
Vision Insurance	60%	0%	0%
Life Insurance	47%	0%	0%
Sick Leave	73%	0%	0%
Vacation	47%	0%	0%
Retirement Plan	40%	0%	7%
Child Care	7%	0%	0%

\*Percentage is based on 15 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

The Job Market for: **General Office Clerks**  
Experienced applicants: Moderately Competitive  
Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and walk-in applicants.

**Employer Responses:** 15 employers, representing 68 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

**Size of Employment:** 1,190 - 1,230 (Very Large)

**Gender:** Employers responding indicate 3% of workers are male, 97% are female.

### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	40
<u>Separations to 2004:</u>	200
Total Openings:	240

**Growth Trends:** The average new job growth rate for this occupation is 3.4%, which is growing slower than the average new job growth rate of 7.7% for all occupations in the consortium. Almost all employers project their firm's employment in this occupation to remain stable over the next two years.

## Where The Jobs Are

Government	19.5%
Finance, Insurance, & Real Estate	11.6%
Educational Services	11.1%
Health Services	8.4%
Retail Trade	7.7%
Personnel Supply Services	4.4%
Membership Organizations	3.1%
Social Services	2.2%
Construction	1.5%
Camps & Recreational Vehicle Parks	1.4%
Millwork, Plywood, & Structural Wood Members	1.3%
Automotive Repair Shops	1.1%
Other	26.7%

## OTHER INFORMATION:

**Alternate Job Titles:** Administrative Assistant, Program Support Clerk, Office Clerk, School Secretary, Office Assistant, Front Office Clerk, Student Service Clerk

**Related DOT Code:** 209.562-010, 219.362-010, 245.362-014, 243.362-014, 249.367-014, 375.362-010

**Promotional Opportunities:** May be promoted to office manager, program coordinator, supervisor, sales representative, accounting clerk, administrative assistant

**Turnover:** Among employers surveyed, the rate is 10.3% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Some employers responding indicate their employees are unionized.

**GUARDS AND WATCH GUARDS**

**OES 630470**

Guards and Watch Guards stand guard at entrance gates or walk about premises of business or individual establishments or private residences to prevent theft, violence, or infractions of rules; they guard property against fire, theft, vandalism, and illegal entry; they direct patrons or employees and answer questions relative to services of establishments. They control traffic to and from buildings or grounds.

**EMPLOYER REQUIREMENTS**

Education and Training: Most employers report they require a high school diploma or equivalent prior to hire.

Experience: Many employers report they require or prefer work experience in this occupation. The average length of experience required in this occupation is 10 months. Most employers will accept training as a substitute for experience. The average length of training needed as a substitute for experience is 10 months.

Skills and Qualifications:

- Security guard registration card (guard card)
- First aid certificate
- Valid California driver's license
- Oral and written communication
- Public contact
- Security protection procedures
- Video surveillance equipment
- Obtain clean police record
- Be bonded

**WAGES AND BENEFITS**

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$5.75 - 12.50	\$6.50
New Hires, W/ Experience	\$5.75 - 10.99	\$7.00
After Three Years W/ Firm	\$5.75 - 14.00	\$8.00

\*Wages reflect economic situation subsequent to state minimum wage change of 03/01/98

Hours Worked: Most employers offer full-time employment in the occupation of 40 hours per week, and most employers offer part-time hours of 23 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	29%	12%	0%
Dental Insurance	18%	0%	0%
Vision Insurance	12%	0%	0%
Life Insurance	18%	6%	6%
Sick Leave	41%	6%	0%
Vacation	53%	6%	0%
Retirement Plan	18%	6%	0%
Child Care	0%	0%	0%

\*Percentage is based on 17 employers responding to this particular question.

**EMPLOYMENT TRENDS**

**Supply and Demand:**

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	<b>X</b>	<b>X</b>
Not Difficult		

The Job Market for: **Guards & Watch Guards**  
 Experienced applicants: Moderately Competitive  
 Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: Employment Development Department, current employee referrals, and newspaper ads.

**Employer Responses:** 17 employers, representing 120 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

**Size of Occupation:**

EDD OCCUPATIONAL PROJECTIONS -- 1995 TO 2002

**Size of Employment:** 140 - 150 (Medium)

**Gender:** Employers responding indicate 67% of workers are male, 33% are female.

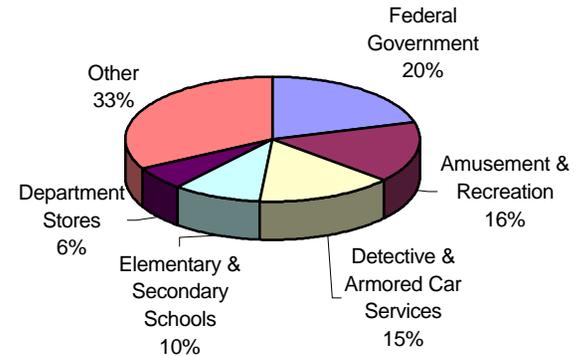
**Projections:**

EDD OCCUPATIONAL PROJECTIONS -- 1995 TO 2002

New jobs through 2002:	10
<u>Separations to 2002:</u>	20
Total Openings:	30

**Growth Trends:** The new job growth rate for this occupation is 7.1%, which is growing at an average rate. The average new job growth rate for all occupations in the consortium is 7.7%. Most employers project their firm's employment in this occupation to remain stable over the next two years. Some anticipate new growth over this period.

**Where The Jobs Are**



**OTHER INFORMATION:**

**Alternate Job Titles:** Security Guard

**Related DOT Code:** 372.563-010, 372.567-010, 372.667-014, 372.667-030, 372.667-034, 372.667-038, 376.667-010

**Promotional Opportunities:** May be promoted to dispatcher, sergeant, and chief of security

**Turnover:** Among employers surveyed, the rate is 30.0% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** No. Employers responding indicate no unionization for this occupation.

**HOME HEALTH AIDES**

**OES 660110**

Home Health Aides care for elderly, convalescent, or handicapped person in home of patient. They perform duties for patients such as changing bed linen, preparing meals, assisting in and out of bed, bathing, dressing, grooming, and assisting with medications under doctors' orders or direction of nurse. Does not include Nursing Aides and Homemakers.

**EMPLOYER REQUIREMENTS**

Education and Training: Almost all employers report they require a high school diploma or equivalent prior to hire. To become licensed as a Certified Home Health Aide, 65 hours of supervised clinical training and 55 hours of classroom training are required.

Experience: All employers surveyed report they require or prefer work experience in this occupation. The average length of experience required in the occupation is 8 months. Most employers are willing to accept training as a substitute for experience. The average length of training needed as a substitute for experience is 5 months.

Skills and Qualifications:

- Basic math, reading and writing skills
- Oral communication skills
- Knowledge of cardio pulmonary resuscitation (CPR)
- Knowledge of meal preparation
- Ability to pass pre-employment medical examination
- Ability to drive a vehicle and possess a valid driver's license

**WAGES AND BENEFITS**

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$5.75 - 9.00	\$7.03
New Hires, W/ Experience	\$5.80 - 10.50	\$8.00
After Three Years W/ Firm	\$5.85 - 12.00	\$8.66

\*Wages reflect economic situation subsequent to state minimum wage change of 03/01/98

Hours Worked: Almost all employers offer full-time employment in the occupation averaging 40 hours per week, and most offer part-time employment averaging 20 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	27%	40%	7%
Dental Insurance	33%	33%	7%
Vision Insurance	27%	33%	7%
Life Insurance	33%	7%	20%
Sick Leave	47%	7%	7%
Vacation	67%	7%	7%
Retirement Plan	20%	13%	13%
Child Care	0%	0%	7%

\*Percentage is based on 15 employers responding to this particular question.

**EMPLOYMENT TRENDS**

**Supply and Demand:**

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

The Job Market for: **Home Health Aides**  
 Experienced applicants: Moderately Competitive  
 Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and walk-in applicants.

**Employer Responses:** 15 employers, representing 217 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

**Size of Occupation:**

EDD OCCUPATIONAL PROJECTIONS -- 1995 TO 2002

**Size of Employment:** 50 - 80 (Small)

**Gender:** Employers responding indicate 5% of workers are male, 95% are female.

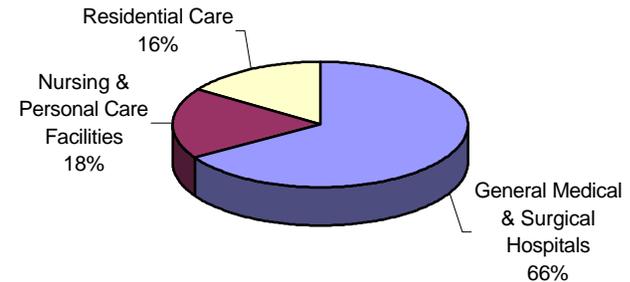
**Projections:**

EDD OCCUPATIONAL PROJECTIONS -- 1995 TO 2002

New jobs through 2002:	30
<u>Separations to 2002:</u>	10
Total Openings:	40

**Growth Trends:** The new job growth rate for this occupation is 60.0%, which is growing much faster than the average job growth rate of 7.7% for all occupations in the consortium. Almost all employers project their firm's employment in this occupation to remain stable over the next two years.

**Where The Jobs Are**



**OTHER INFORMATION:**

**Alternate Job Titles:** Residential Care Aides

**Related DOT Code:** 354.377-014

**Promotional Opportunities:** May be promoted to licensed vocational nurse (when licensed) and nursing supervisor

**Turnover:** Among employers surveyed, the rate is 22.1% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Few employers responding indicate their employees are unionized.

**HOSTS, HOSTESSES -- RESTAURANT, LOUNGE OR COFFEE SHOP**

**OES 650020**

Hosts and Hostesses--Restaurant, Lounge or Coffee Shop, welcome patrons, seat them at tables or in lounge, and insure quality of facilities and service.

**EMPLOYER REQUIREMENTS**

Education and Training: Many employers report they require a high school diploma or equivalent. Of those surveyed, no employer indicates a requirement for vocational or technical training prior to hire.

Experience: Many employers report they prefer work experience in this occupation. They tend to hire applicants with 6 - 12 months of experience as a host or hostess, cashier, waitress, or with similar background.

Skills and Qualifications:

- Able to stand continuously for two or more hours
- Willing to work with close supervision
- Public contact skills
- Able to work independently
- Able to work under pressure
- Customer service skills
- Able to operate a cash register
- Able to write effectively
- Cash handling skills
- Record keeping skills
- Able to read and follow instructions
- Basic math skills
- Oral communication skills
- Able to write legibly

**WAGES AND BENEFITS**

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.25 - 6.50	\$6.38
New Hires, W/ Experience	\$6.25 - 6.50	\$6.50
After Three Years W/ Firm	\$625 - 9.00	\$7.25

\*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

Hours Worked: Most Hosts and Hostesses work part-time averaging 22 hours per week. Some work full-time at an average of 40 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	0%	0%	0%	0%	0%	7%
Dental Insurance	0%	0%	0%	0%	0%	0%
Vision Insurance	0%	0%	0%	0%	0%	0%
Life Insurance	0%	0%	0%	0%	0%	7%
Sick Leave	0%	13%	0%	0%	0%	0%
Vacation	13%	20%	0%	0%	0%	0%
Retirement Plan	0%	0%	0%	13%	0%	0%
Child Care	0%	0%	0%	0%	0%	0%

\*Percentage is based on 15 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	<b>Insufficient Data</b>	<b>X</b>
Not Difficult		

The Job Market for: **Hosts & Hostesses**  
Experienced applicants: Insufficient Data  
Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: walk-in applicants, "word of mouth", and the Employment Development Department.

**Employer Responses:** 15 employers, representing 124 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

**Size of Employment:** 150 - 170 (Medium)

**Gender:** Employers responding indicate 42% of workers are male, 58% are female.

### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	20
<u>Separations to 2006:</u>	30
Total Openings:	50

**Growth Trends:** The new job growth rate for this occupation is 13.3%, which is growing faster than the average new job growth rate of 9.1% for all occupations in the consortium. Many employers project their firm's employment in this occupation to remain stable over the next two years. Some anticipate growth over this period.

## WHERE THE JOBS ARE



## OTHER INFORMATION:

**Alternate Job Titles:** Server

**Related DOT Code:** 310.137-010

**Promotional Opportunities:** May be promoted to server, waiter or waitress, shift leader, bartender, cook, or management position.

**Turnover:** Among employers surveyed, the rate is 65.0% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** No. Employers responding indicate no unionization for this occupation.

**HUMAN SERVICE WORKERS**

**OES 273080**

Human Service Workers assist Social Group Workers and Caseworkers with developing, organizing, and conducting programs to prevent and resolve problems relevant to substance abuse and human relationships. They provide services to families and clients where the nature of the problem, or relationships involved, is less complex or serious by helping them obtain information on the use of social and community related services. They may also recommend additional services. Does not include Residential Counselors and Psychiatric Technicians.

**EMPLOYER REQUIREMENTS**

Education and Training: Almost all employers report they require at least a high school diploma or equivalent prior to hire. Many require the completion of college course work.

Experience: Almost all employers report they require or prefer work experience in this occupation. The average length of experience required in the occupation is 11 months. Most employers are willing to accept training as a substitute for experience. The average length of training needed as a substitute for experience is 9 months.

Skills and Qualifications:

- Basic math, reading and writing skills
- Public contact and oral communication skills
- Knowledge of protective services for children and adults
- Knowledge of community referral services
- Ability to interview others for information
- Ability to recognize and treat substance abuse

**WAGES AND BENEFITS**

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.00 - 9.14	\$7.53
New Hires, W/ Experience	\$6.25 - 15.00	\$8.70
After Three Years W/ Firm	\$7.50 - 16.34	\$9.56

\*Wages reflect economic situation subsequent to state minimum wage change of 03/01/98

Hours Worked: Almost all employers offer full-time employment in the occupation of 40 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	69%	25%	0%
Dental Insurance	50%	25%	0%
Vision Insurance	31%	25%	0%
Life Insurance	63%	0%	0%
Sick Leave	94%	0%	0%
Vacation	94%	0%	0%
Retirement Plan	56%	6%	6%
Child Care	6%	6%	13%

\*Percentage is based on 16 employers responding to this particular question.

**EMPLOYMENT TRENDS**

**Supply and Demand:**

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		X
Moderately Difficult	X	
Not Difficult		

The Job Market for: **Human Service Workers**  
 Experienced applicants: Moderately Competitive  
 Inexperienced applicants: Not Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, in-house promotion or transfer, and the Employment Development Department.

**Employer Responses:** 16 employers, representing 85 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

**Size of Occupation:**

EDD OCCUPATIONAL PROJECTIONS -- 1995 TO 2002

**Size of Employment:** 60 - 120 (Medium)

**Gender:** Employers responding indicate 18% of workers are male, 82% are female.

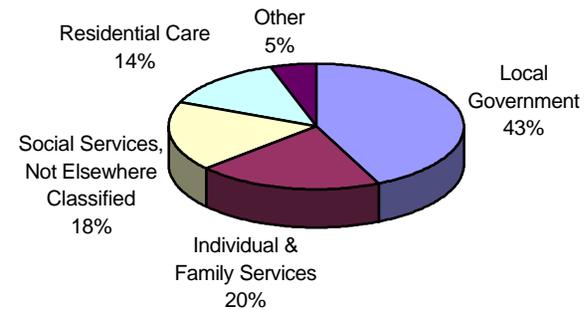
**Projections:**

EDD OCCUPATIONAL PROJECTIONS -- 1995 TO 2002

New jobs through 2002:	60
<u>Separations to 2002:</u>	20
Total Openings:	80

**Growth Trends:** The new job growth rate for this occupation is 100.0%, which is growing much faster than the average job growth rate of 7.7% for all occupations in the consortium. Many employers project their firm's employment in this occupation to grow over the next two years. Many anticipate growth remaining stable over this period.

**Where The Jobs Are**



**OTHER INFORMATION:**

**Alternate Job Titles:** Benefit Assistance Counselors

**Related DOT Code:** 195.367-010, 195.367-014, 195.367-022, 195.367-034

**Promotional Opportunities:** May be promoted to eligibility worker, or program coordinator positions

**Turnover:** Among employers surveyed, the rate is 11.8% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Few employers responding indicate their employees are unionized.

**INDUSTRIAL TRUCK AND TRACTOR OPERATORS**

**OES 979470**

Industrial Truck and Tractor Operators operate gasoline or electric powered industrial trucks or tractors equipped with fork lift, elevated platform, or trailer hitch to move materials within an establishment, warehouse, storage yard, factory, or at a construction site. Does not include Logging Tractor Operators.

**EMPLOYER REQUIREMENTS**

Education and Training: Many employers report they require a high school diploma or equivalent. Few indicate they require or prefer technical or vocational training prior to hire, though most express they will accept training as a substitute for work experience.

Experience: Most employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 12 months of experience as an industrial truck and tractor operator or other equipment operator.

Skills and Qualifications:

- Able to control operations of equipment or systems
- Able to determine the kind of tools and equipment needed to do a job
- Able to perform routine maintenance and determine what kind of maintenance is needed
- Able to watch guages, dials, or other indicators to ensure a machine is working properly
- Possession of a valid driver's license
- Possession of a fork lift certificate
- Good eye-hand coordination
- Able to pass a pre-employment medical examination
- Able to lift at least 50 pounds
- Willingness to work with close supervision
- Ability to work independently
- Ability to read and follow directions

**WAGES AND BENEFITS**

Wages:

	Non-Union Range	Union Range	Non-Union Median	Union Median
New Hires, No Experience	\$5.75 - 11.25	\$11.49 - 11.49	\$7.00	\$11.49
New Hires, W/ Experience	\$6.00 - 12.90	\$11.49 - 14.78	\$8.00	\$13.21
After Three Years W/ Firm	\$7.00 - 12.90	\$14.31 - 15.18	\$9.56	\$14.78

Hours Worked: Almost all Industrial Truck & Tractor Operators work full-time averaging 40 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	60%	20%	0%
Dental Insurance	53%	13%	0%
Vision Insurance	47%	13%	0%
Life Insurance	47%	20%	0%
Sick Leave	13%	0%	0%
Vacation	80%	0%	0%
Retirement Plan	73%	7%	0%
Child Care	0%	0%	0%

\*Percentage is based on 15 employers responding to this particular question.

**EMPLOYMENT TRENDS**

**Supply and Demand:**

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	<b>X</b>	
Not Difficult		<b>X</b>

The Job Market for: **Industrial Truck & Tractor Operators**  
 Experienced applicants: Moderately Competitive  
 Inexperienced applicants: Very Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: Walk-in applicants, newspaper ads, and current employee referrals.

**Employer Responses:** 15 employers, representing 149 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

**Size of Occupation:**

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

**Size of Employment:** 180 - 200 (Large)

**Gender:** Employers responding indicate 82% of workers are male, 18% are female.

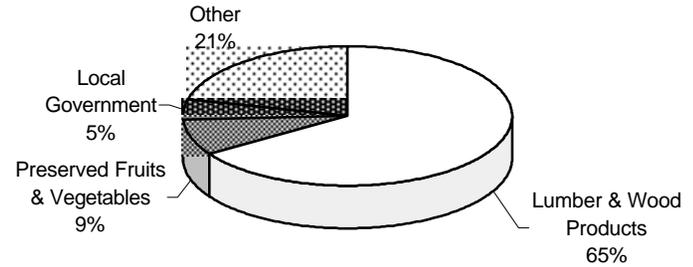
**Projections:**

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	20
<u>Separations to 2004:</u>	30
Total Openings:	50

**Growth Trends:** The new job growth rate for this occupation is 11.1%, which is growing faster than the average job growth rate of 7.7% for all occupations in the consortium. Almost all employers project their firm's employment in this occupation to remain stable over the next two years.

**Where The Jobs Are**



**OTHER INFORMATION:**

**Alternate Job Titles:** Fork Lift Operators, Fork Lift Drivers, Lift Truck Drivers

**Related DOT Code:** 921.683-050, 929.683-014, 921.683-042, 519.663-014, 519.683-014, 921.583-010, 921.683-070

**Promotional Opportunities:** May be promoted to crane operator, forklift supervisor, yard supervisor, or mechanic

**Turnover:** Among employers surveyed, the rate is 10.7% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Some employers surveyed report their employees are unionized.

**LABORERS, LANDSCAPING AND GROUNDSKEEPING**

**OES 790410**

Landscaping and Groundskeeping Laborers landscape and/or maintain grounds of property using hand or power tools or equipment. May work in nursery facility or at customer location. Workers typically perform a variety of tasks, which may include any combination of the following: sod laying, mowing, trimming, planting, watering, fertilizing, digging, raking, and sprinkler installation. Workers may help brick and stone masons.

**EMPLOYER REQUIREMENTS**

Education and Training: Almost all employers report they require a high school diploma or equivalent. Few indicate they require or prefer vocational or technical training prior to hire.

Experience: Some employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 36 months experience as a landscaper, groundskeeper, gardener, construction worker, janitor, or other laborer.

Skills and Qualifications:

- Knowledge of horticulture
- Lawn and garden care skills
- Pruning skills
- Plumbing repair skills
- Knowledge of gardening tools
- Able to operate tractors
- Knowledge of pesticides and herbicides
- Sprinkler installation skills
- Sprinkler repair skills
- Possession of a valid driver's license
- Ability to lift at least 75 pounds repeatedly
- Possession of a reliable vehicle
- Willingness to work with close supervision
- Public contact skills/oral communication skills
- Able to work independently

**WAGES AND BENEFITS**

<u>Wages:</u>	Non-Union	Union	Non-Union	Union
	<u>Range</u>	<u>Range</u>	<u>Median</u>	<u>Median</u>
New Hires, No Experience	\$5.75 - 10.00	\$8.36 - 10.94	\$7.00	\$10.34
New Hires, W/ Experience	\$6.25 - 9.25	\$8.36 - 10.96	\$8.13	\$10.34
After Three Years W/ Firm	\$8.00 - 12.00	\$9.22 - 13.30	\$10.31	\$10.91

Hours Worked: Most Landscapers & Groundskeepers work full-time averaging 38 hours per week. Some work seasonally, at an average of 40 hours weekly.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	60%	13%	0%
Dental Insurance	53%	13%	0%
Vision Insurance	53%	13%	0%
Life Insurance	27%	7%	7%
Sick Leave	67%	0%	0%
Vacation	73%	0%	0%
Retirement Plan	40%	27%	0%
Child Care	7%	7%	0%

\*Percentage is based on 15 employers responding to this particular question.

**EMPLOYMENT TRENDS**

**Supply and Demand:**

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	<b>X</b>	
Moderately Difficult		
Not Difficult		<b>X</b>

The Job Market for: **Landscapers & Groundskeepers**  
 Experienced applicants: Not Competitive  
 Inexperienced applicants: Very Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and walk-in applicants.

**Employer Responses:** 15 employers, representing 75 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

**Size of Occupation:**

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

**Size of Employment:** 350 - 390 (Large/Very Large)

**Gender:** Employers responding indicate 83% of workers are male, 17% are female.

**Projections:**

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	40
<u>Separations to 2004:</u>	80
Total Openings:	120

**Growth Trends:** The new job growth rate for this occupation is 11.4%, which is growing faster than the average new job growth rate of 7.7% for all occupations in the consortium. Most employers responding project their firm's employment in this occupation to remain stable over the next two years. Some anticipate growth over this period.

**Where The Jobs Are**

Local Government	33.0%
Elementary & Secondary Schools	9.4%
Misc. Amusement & Recreation Services	7.0%
Hotels & Motels	5.5%
Job Training & Related Services	3.9%
Lumber & Construction Materials	3.6%
Motor Vehicles, Parts & Supplies	3.6%
Camps & Recreational Vehicle Parks	3.4%
Heavy Construction, Except Highway	3.1%
Landscape & Horticultural Service	2.6%
Other	24.9%

**OTHER INFORMATION:**

**Alternate Job Titles:** Grounds Maintenance Workers, Building and Grounds Maintenance, Trail Mountain Crew

**Related DOT Code:** 406.687-010, 408.684-010, 406.684-018, 406.684-014, 408.161-010, 408.687-014, 406.683-010

**Promotional Opportunities:** May be promoted to lead groundskeeper, landscaping supervisor, maintenance supervisor, assistant course superintendent, leadworker, or mechanic

**Turnover:** Among employers surveyed, the rate is 18.7% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Some employers report their employees are unionized.

**LIBRARY ASSISTANTS AND BOOKMOBILE DRIVERS**

**OES 539020**

Library Assistants And Bookmobile Drivers compile records; sort and shelve books, issue and receive library materials, such as pictures, cards, slides, phonograph records, and microfilm; and handle tape decks. They also locate library materials for loan and replace material in shelving (stacks) or files according to their identification number and title, and register patrons to permit them to borrow books, periodicals, and other library materials. Bookmobile Drivers operate a bookmobile or light truck that pulls a book trailer to specific locations on a predetermined schedule and assists with providing service in mobile library.

**EMPLOYER REQUIREMENTS**

Education and Training: Almost all employers report they require at least a high school diploma or equivalent. Few require a college degree.

Experience: Most employers report they require or prefer work experience in this occupation. The average length of experience required in the occupation is 14 months. Many indicate they are willing to accept training as a substitute for experience. The average length of training needed as a substitute for experience is 10 months.

Skills and Qualifications:

- Basic math and reading skills
- Public contact skills
- Knowledge of audiovisual equipment
- Knowledge of Dewey Decimal System
- Ability to maintain records
- Ability to use information retrieval systems

**WAGES AND BENEFITS**

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.25 - 10.52	\$8.33
New Hires, W/ Experience	\$6.78 - 12.21	\$9.00
After Three Years W/ Firm	\$8.50 - 13.46	\$10.02

\*Wages reflect economic situation subsequent to state minimum wage change of 03/01/98

Hours Worked: Most employers offer full-time employment in the occupation averaging 39 hours per week. Most offer part-time employment averaging 21 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	29%	18%	0%
Dental Insurance	18%	24%	0%
Vision Insurance	24%	12%	0%
Life Insurance	24%	12%	6%
Sick Leave	41%	6%	0%
Vacation	35%	0%	0%
Retirement Plan	24%	18%	0%
Child Care	0%	0%	0%

\*Percentage is based on 17 employers responding to this particular question.

**EMPLOYMENT TRENDS**

**Supply and Demand:**

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	
Not Difficult		X

The Job Market for: **Library Assistants & Bookmobile Drivers**  
 Experienced applicants: Moderately Competitive  
 Inexperienced applicants: Very Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, in-house promotion or transfer, and Employment Development Department.

**Employer Responses:** 17 employers, representing 47 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

**Size of Occupation:**

EDD OCCUPATIONAL PROJECTIONS -- 1995 TO 2002

**Size of Employment:** 120 - 130 (Medium)

**Gender:** Employers responding indicate 6% of workers are male, 94% are female.

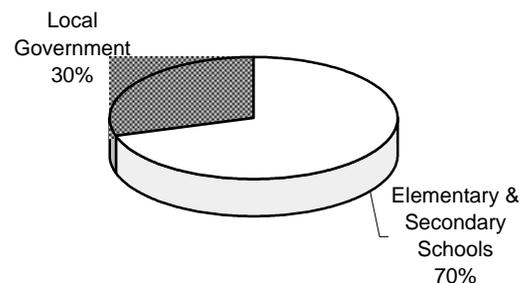
**Projections:**

EDD OCCUPATIONAL PROJECTIONS -- 1995 TO 2002

New jobs through 2002:	10
Separations to 2002:	40
Total Openings:	50

**Growth Trends:** The new job growth rate for this occupation is 8.3%, which is growing at an average rate. The average new job growth rate for all occupations in the consortium is 7.7%. Almost all employers project their firm's employment in this occupation to remain stable over the next two years.

**Where The Jobs Are**



**OTHER INFORMATION:**

**Alternate Job Titles:** Library Clerks

**Related DOT Code:** 209.387-026, 222.587-014, 249.363-010, 249.365-010, 249.367-046, 249.687-014

**Promotional Opportunities:** May be promoted to library clerk II, and library technician positions

**Turnover:** Among employers surveyed, the rate is 6.4% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Almost all employers responding indicate their employees are unionized.

**LICENSED VOCATIONAL NURSES**

**OES 325050**

Licensed Vocational Nurses care for ill, injured, convalescent, and handicapped persons in hospitals, clinics, private homes, sanitariums, and similar institutions.

**EMPLOYER REQUIREMENTS**

Education and Training: All employers surveyed report they require at least a high school diploma or equivalent prior to employment. Most indicate they require applicants for hire to have earned an associate's degree. Persons seeking employment in this occupation must first complete a 24-month licensed vocational nursing program, followed by licensing through the state of California.

Experience: Most employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 36 months of experience as a licensed vocational nurse.

Skills and Qualifications:

- Able to provide personal services to patients
- Able to follow laboratory procedures
- Able to complete and explain insurance forms
- Able to administer an electro-cardiograph (EKG) test
- Able to administer injections
- Record keeping skills
- Understanding of asepsis
- Blood drawing skills
- Able to apply transfer techniques moving patients
- Able to take vital signs
- Able to detect complications in patients
- Able to write effectively and legibly
- Knowledge of medical terminology
- Able to handle crisis situations
- Willingness to work with close supervision

**WAGES AND BENEFITS**

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$9.00 - 13.50	\$11.00
New Hires, W/ Experience	\$8.90 - 12.55	\$11.34
After Three Years W/ Firm	\$12.00 - 15.00	\$12.92

\*Wages for experienced workers appear lower than inexperienced workers because firms hiring entry level workers pay at the higher end of the wage scale.

Hours Worked: Most Licensed Vocational Nurses work full-time at an average of 40 hours per week. Some work part-time averaging 26 hours weekly.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	44%	38%	6%
Dental Insurance	38%	38%	13%
Vision Insurance	19%	31%	6%
Life Insurance	31%	19%	0%
Sick Leave	94%	0%	0%
Vacation	88%	0%	0%
Retirement Plan	56%	19%	0%
Child Care	0%	6%	0%

\*Percentage is based on 16 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

The Job Market for: **Licensed Vocational Nurses**  
 Experienced applicants: Moderately Competitive  
 Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, school or program referrals, and walk-in applicants.

**Employer Responses:** 16 employers, representing 191 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

**Size of Employment:** 250 - 270 (Large)

**Gender:** Employers responding indicate 10% of workers are male, 90% are female.

### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

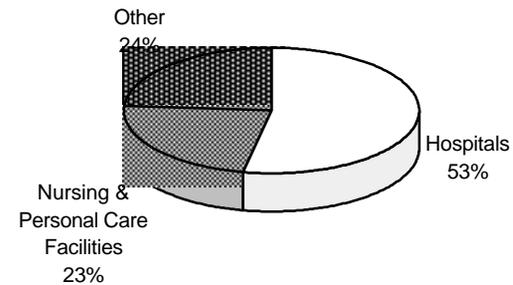
New jobs through 2004: 20

Separations to 2004: 40

Total Openings: 60

**Growth Trends:** The new job growth rate for this occupation is 8.0%, which is growing at an average rate. The average new job growth rate for all occupations in the consortium is 7.7%. Almost all employers project their firm's employment in this occupation to remain stable over the next two years.

## Where The Jobs Are



## OTHER INFORMATION:

**Alternate Job Titles:** None available

**Related DOT Code:** 079.374-014

**Promotional Opportunities:** With additional education, may be promoted to registered nurse or director of staff development

**Turnover:** Among employers surveyed, the rate is 16.8% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Few employers surveyed report their employees are unionized.

**LODGING MANAGERS**

**OES 150262**

Lodging Managers plan, organize, direct, control, or coordinate activities of an organization of department that provides lodging such as hotels, motels, of tourist courts.

**EMPLOYER REQUIREMENTS**

Education and Training: Almost all employers report they require a high school diploma or equivalent prior to hire.

Experience: Almost all employers report they require or prefer work experience in this occupation. The average length of experience required in the occupation is 17 months. Many indicate they will accept training as a substitute for experience. The average length of training needed to substitute for experience is 7 months.

Skills and Qualifications:

- Business math skills
- Customer service skills
- Knowledge of purchasing procedures
- Knowledge of management practices
- Ability to maintain financial records
- Ability to hire and assign personnel

**WAGES AND BENEFITS**

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$5.75 - 8.72	\$7.56
New Hires, W/ Experience	\$5.75 - 11.62	\$8.88
After Three Years W/ Firm	\$5.75 - 17.44	\$10.00

\*Wages reflect economic situation subsequent to state minimum wage change of 03/01/98

Hours Worked: All employers offer full-time employment of 41 hours per week. It is not uncommon for people engaged in this occupation to work additional hours.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	25%	13%	6%
Dental Insurance	25%	6%	6%
Vision Insurance	19%	0%	6%
Life Insurance	19%	13%	6%
Sick Leave	13%	0%	6%
Vacation	56%	0%	0%
Retirement Plan	13%	0%	0%
Child Care	0%	0%	0%

\*Percentage is based on 16 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	
Moderately Difficult		X
Not Difficult		

The Job Market for: **Lodging Managers**  
Experienced applicants: Not Competitive  
Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, the Employment Development Department, and current employee referrals.

**Employer Responses:** 16 employers, representing 24 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1995 TO 2002

**Size of Employment:** 250 - 280 (Large)

**Gender:** Employers responding indicate 42% of workers are male, 58% are female.

### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1995 TO 2002

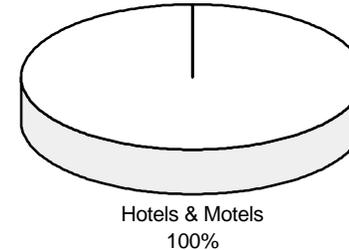
New jobs through 2002: 30

Separations to 2002: 40

Total Openings: 70

**Growth Trends:** The new job growth rate for this occupation is 12.0%, which is growing much faster than the average job growth rate of 7.7% for all occupations in the consortium. Almost all employers project their firm's employment in this occupation to remain stable over the next two years.

## Where The Jobs Are



## OTHER INFORMATION:

**Alternate Job Titles:** Hotel Managers, Motel Managers

**Related DOT Code:** 187.167-038, 187.167-046, 187.167-066, 187.167-078, 187.167-122, 320.137-010, 320.137-014

**Promotional Opportunities:** May be promoted to district manager

**Turnover:** Among employers surveyed, the rate is 45.8% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** No. Employers responding indicate no unionization for this occupation.

**LOG HANDLING EQUIPMENT OPERATORS**

**OES 730080**

Log Handling Equipment Operators operate track or wheel type log handling equipment to unload log trucks and/or gondolas and deck logs by species, size, and sort. They may move logs by species, size, and sort. They may move logs from storage area to deck sawyer or barker area. They usually work in "dry pond" areas, but they may unload logs and drop them in ponds.

**EMPLOYER REQUIREMENTS**

Education and Training: Some employers report they require a high school diploma or equivalent. Of those surveyed, no employer indicates that vocational or technical training is required prior to hire.

Experience: Of those surveyed, all employers report they require or prefer work experience in this occupation. They tend to hire applicants with 12 - 36 months of log handling equipment, heavy equipment, farm equipment, excavating, front end loading, or similar experience.

Skills and Qualifications:

- Able to perform strenuous, physically demanding work
- Able to work independently
- Willing to work with close supervision
- Able to operate a brazing machine
- Possession of a valid driver's license
- Log grading skills
- Log scaling skills
- Log skidding skills
- Knowledge of logging operations
- Able to follow safe equipment operating practices
- Able to operate hydraulic equipment
- Knowledge of hydraulic systems
- Able to operate logging tractors
- Able to maintain equipment
- Able to operate log yarders

**WAGES AND BENEFITS**

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.50 - 11.00	\$10.00
New Hires, W/ Experience	\$9.00 - 17.63	\$12.00
After Three Years W/ Firm	\$12.00 - 18.00	\$14.00

\*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

Hours Worked: Most Log Handling Equipment Operators work seasonally averaging 48 hours per week. Some work full-time at an average of 40 hours weekly.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	36%	21%	0%
Dental Insurance	21%	14%	0%
Vision Insurance	21%	14%	0%
Life Insurance	29%	14%	0%
Sick Leave	14%	0%	0%
Vacation	36%	0%	0%
Retirement Plan	14%	36%	0%
Child Care	0%	7%	0%

\*Percentage is based on 15 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

The Job Market for: **Log Handling Equipment Operators**

Experienced applicants: Moderately Competitive

Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: "word of mouth", in-house promotion or transfer, and current employee referrals.

**Employer Responses:** 15 employers, representing 133 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

**Size of Employment:** 140 - 150 (Medium)

**Gender:** Employers responding indicate 99% of workers are male, 1% are female.

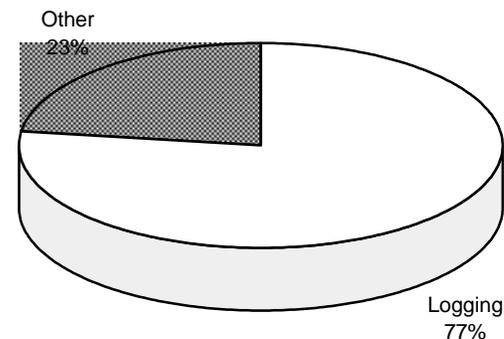
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	10
<u>Separations to 2006:</u>	30
<u>Total Openings:</u>	40

**Growth Trends:** The new job growth rate for this occupation is 7.1%, which is growing slower than the average job growth rate of 9.1% for all occupations in the consortium. Almost all employers project their firm's employment in this occupation to remain stable over the next two years.

## WHERE THE JOBS ARE



## OTHER INFORMATION:

**Alternate Job Titles:** Skidder Operator, Loader Operator, Chipper Operator, Log Loader, Equipment Operator

**Related DOT Code:** 929.663-010

**Promotional Opportunities:** May be promoted to supervisor, fitter, lead operator, mechanic

**Turnover:** Among employers surveyed, the rate is 5.3% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Few employers surveyed report their employees are unionized.

**MACHINISTS**

**OES 891080**

Machinists set up and operate machine tools and fit and assemble parts to make or repair metal parts, mechanisms, tools or machines by applying their knowledge of mechanics, shop mathematics, metal properties, and layout machining procedures. They study specifications, such as blueprints, sketches, or descriptions of parts to be replaced, and they plan sequences of operations.

**EMPLOYER REQUIREMENTS**

Education and Training: Almost all employers report they require a high school diploma or equivalent prior to hiring an applicant for this occupation. Few indicate they require or prefer technical or vocational training prior to hire.

Experience: All employers surveyed report they require or prefer work experience in this occupation. They indicate a preference for hiring applicants with 12 - 60 months of previous experience as a machinist.

Skills and Qualifications:

- Able to conduct tests to determine whether equipment, software, or procedures are operating as expected
- Able to inspect and evaluate the quality of products
- Able to control operations of equipment or systems (often computer numerically controlled machines)
- Able to read blueprints
- Able to determine the kind of tools and equipment needed to do a job
- Able to use logic and analysis to identify the strengths and weaknesses of different approaches
- Able to use mathematics to solve problems
- Computer skills
- Manual dexterity skills
- Able to write effectively and legibly
- Able to perform precision work
- Able to stand continuously for 2 or more hours
- Ability to lift at least 50 pounds repeatedly
- Able to work independently

**WAGES AND BENEFITS**

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$7.00 - 7.50	\$7.25
New Hires, W/ Experience	\$7.00 - 15.00	\$10.00
After Three Years W/ Firm	\$10.00 - 18.00	\$14.00

Hours Worked: Almost all Machinists work full-time at an average of 40 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	53%	7%	0%
Dental Insurance	33%	0%	0%
Vision Insurance	13%	0%	0%
Life Insurance	33%	7%	0%
Sick Leave	40%	0%	0%
Vacation	73%	0%	0%
Retirement Plan	27%	7%	0%
Child Care	0%	0%	0%

\*Percentage is based on 15 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	X
Moderately Difficult		
Not Difficult		

The Job Market for: **Machinists**  
 Experienced applicants: Not Competitive  
 Inexperienced applicants: Not Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: walk-in applicants, newspaper ads, and current employee referrals.

**Employer Responses:** 15 employers, representing 37 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

**Size of Employment:** 80 - 100 (Small/Medium)

**Gender:** Employers responding indicate 97% of workers are male, 3% are female.

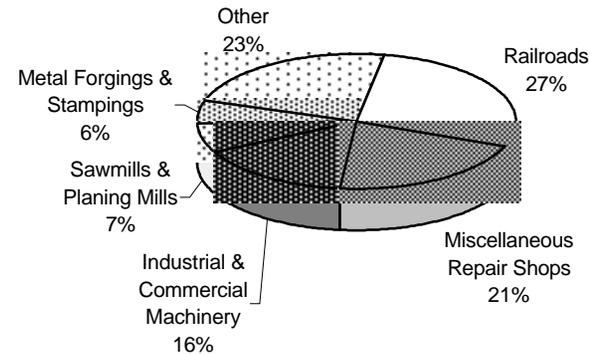
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	20
<u>Separations to 2004:</u>	10
Total Openings:	30

**Growth Trends:** The new job growth rate for this occupation is 25.0%, which is growing much faster than the average job growth rate of 7.7% for all occupations in the consortium. Many employers project their firm's employment in this occupation to remain stable over the next two years. Many anticipate new growth over this period.

## Where The Jobs Are



## OTHER INFORMATION:

**Alternate Job Titles:** Fabricators

**Related DOT Code:** 600.260-022, 600.280-022, 600.280-026, 600.280-034, 600.280-030, 600.280-042

**Promotional Opportunities:** May be promoted to lead machinist, or department manager

**Turnover:** Among employers surveyed, the rate is 10.8% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** No. Employers responding indicate no unionization for this occupation.

**MAIDS AND HOUSEKEEPING CLEANERS**

**OES 670020**

Maids and Housekeeping Cleaners perform any combination of tasks to maintain rooms in commercial establishments, such as hotels, restaurants and hospitals, in a clean and orderly condition. Their duties include making beds, replenishing linens, cleaning rooms and halls, and arranging furniture.

**EMPLOYER REQUIREMENTS**

Education and Training: Many employers report they require a high school diploma or equivalent. Of those surveyed, none indicate a requirement or preference for technical or vocational training prior to hire.

Experience: Many employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 12 months of prior experience as a maid or housekeeper.

Skills and Qualifications:

- Able to stand for prolonged periods
- Able to lift at least 50 pounds repeatedly
- Able to work independently
- Willing to work with close supervision
- Possession of a reliable vehicle
- Able to administer emergency first aid
- Able to operate commercial laundry machines
- Understanding of cleaning compounds and solutions
- Able to operate commercial vacuum cleaners
- Basic math skills
- Able to follow oral instructions
- Able to read and follow instructions
- Able to write legibly
- Oral communication skills
- Knowledge of safe use of chemicals

**WAGES AND BENEFITS**

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.25 - 7.35	\$6.75
New Hires, W/ Experience	\$6.25 - 8.25	\$7.00
After Three Years W/ Firm	\$6.75 - 10.00	\$7.83

\*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

Hours Worked: Many Maids and Housekeeping Cleaners work full-time averaging 40 hours per week. Some work seasonally at an average of 21 hours weekly.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	33%	33%	7%
Dental Insurance	33%	33%	7%
Vision Insurance	33%	27%	7%
Life Insurance	33%	7%	7%
Sick Leave	60%	0%	0%
Vacation	80%	0%	0%
Retirement Plan	7%	20%	13%
Child Care	0%	0%	0%

\*Percentage is based on 16 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

The Job Market for: **Maids and Housekeeping Cleaners**

Experienced applicants: Moderately Competitive

Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, walk-in applicants, Employment Development Department, and current employee referrals.

**Employer Responses:** 16 employers, representing 105 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

**Size of Employment:** 450 - 510 (Very Large)

**Gender:** Employers responding indicate 23% of workers are male, 77% are female.

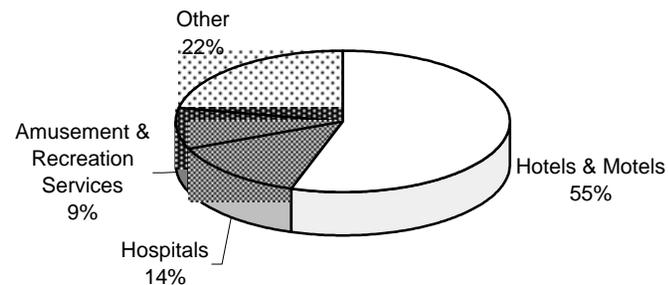
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	60
<u>Separations to 2006:</u>	60
<u>Total Openings:</u>	120

**Growth Trends:** The new job growth rate for this occupation is 13.3%, which is growing faster than the average job growth rate of 9.1% for all occupations in the consortium. Almost all employers project their firm's employment in this occupation to remain stable over the next two years.

## WHERE THE JOBS ARE



## OTHER INFORMATION:

**Alternate Job Titles:** Environmental Aides, Housekeepers, Environmental Service Workers

**Related DOT Code:** 323.687-010, 323.687-014, 323.687-018

**Promotional Opportunities:** May be promoted to head housekeeper, desk clerk, or housekeeping supervisor

**Turnover:** Among employers surveyed, the rate is 17.3% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Few employers surveyed report their employees are unionized.

**MEDICAL ASSISTANTS**

**OES 660050**

Medical Assistants perform various duties under the direction of physicians in the examination and treatment of patients. They prepare treatment room, inventory supplies and instruments, and set up patients for attention of physician, handing instruments and materials to physician as directed. They may schedule appointments, keep medical records, or perform other clerical duties.

**EMPLOYER REQUIREMENTS**

Education and Training: All employers surveyed report they require a high school diploma or equivalent. Many employers indicate they require or prefer training prior to employment. Medical Assistants are not licensed, certified, or registered by the state. The work site must have documentation of training completion and the supervising physician must be on the premises.

Experience: Most employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 12 months of experience. They indicate they also hire experienced applicants in a medical-related field. This may include nursing assistance, home health care, or other experience in a doctor's office.

Skills and Qualifications:

- Able to actively look for ways to help people
- Able to complete and explain medical insurance forms
- Able to transcribe medical records and reports
- Able to administer injections
- Able to administer an electro-cardiograph (EKG) test
- Able to apply sterilization techniques
- Blood drawing skills
- Understanding of inventory techniques
- Able to follow billing procedures
- Able to use word processing and database software
- Able to listen to what others are saying and ask questions appropriately
- Able to talk to others to effectively convey information
- Able to handle crisis situations
- Knowledge of medical terminology
- Willingness to work with close supervision

**WAGES AND BENEFITS**

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$7.00 - 9.00	\$8.00
New Hires, W/ Experience	\$6.50 - 12.00	\$9.00
After Three Years W/ Firm	\$8.50 - 16.00	\$10.00

Hours Worked: Most Medical Assistants work full-time averaging 40 hours per week. Few work part-time at an average of 23 hours weekly.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	40%	20%	0%
Dental Insurance	27%	20%	0%
Vision Insurance	27%	20%	0%
Life Insurance	20%	20%	0%
Sick Leave	67%	0%	0%
Vacation	60%	0%	0%
Retirement Plan	33%	20%	13%
Child Care	0%	7%	0%

\*Percentage is based on 15 employers responding to this particular question.

**EMPLOYMENT TRENDS**

**Supply and Demand:**

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		X
Moderately Difficult	X	
Not Difficult		

The Job Market for: **Medical Assistants**  
 Experienced applicants: Moderately Competitive  
 Inexperienced applicants: Not Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and walk-in applicants.

**Employer Responses:** 15 employers, representing 61 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

**Size of Occupation:**

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

**Size of Employment:** 80 - 110 (Small/Medium)

**Gender:** Employers responding indicate 28% of workers are male, 72% are female.

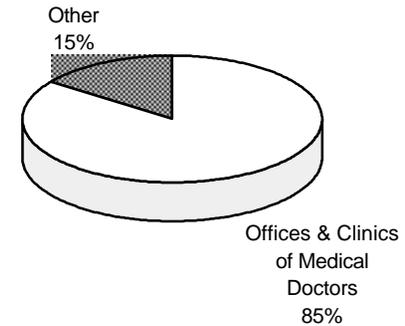
**Projections:**

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	30
<u>Separations to 2004:</u>	10
Total Openings:	40

**Growth Trends:** The new job growth rate for this occupation is 37.5%, which is growing much faster than the average new job growth rate of 7.7% for all occupations in the consortium. Most employers project their firms employment in this occupation to remain stable over the next two years. Some anticipate new growth over this period.

**Where The Jobs Are**



**OTHER INFORMATION:**

**Alternate Job Titles:** Front Office Medical Assistant, Medical Technical Assistant, Ophthalmic Technician

**Related DOT Code:** 079.362-010, 079.364-010, 079.374-018, 355.667-010

**Promotional Opportunities:** May be promoted to senior medical assistant, supervisor, administrator, or licensed vocational nurse with additional education

**Turnover:** Among employers surveyed, the rate is 23.0% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Few employers surveyed report their employees are unionized.

**ORDER CLERKS -- MATERIAL, MERCHANDISE, & SERVICE TENDERS**

**OES 553230**

Order Clerks -- Materials, Merchandise, and Service Tenders receive and process incoming orders for materials, merchandise, or services such as repairs, installations, or rental of facilities. Additional duties include informing customers of receipt of order, prices, shipping dates and delays, preparing contracts, and handling complaints. Does not include workers who dispatch as well as take orders for services.

**EMPLOYER REQUIREMENTS**

Education and Training: Most employers report they require a high school diploma or equivalent prior to hire.

Experience: Most employers report they require or prefer work experience in this occupation. The average length of experience required in the occupation is 12 months. Most are willing to accept training as a substitute for experience. The average length of training needed in lieu of experience is 7 months.

Skills and Qualifications:

- Basic math skills
- Mechanical aptitude skills
- Knowledge of customer service
- Knowledge of sales techniques
- Ability to stand continuously for 2 or more hours
- Ability to lift 50 pounds repeatedly
- Ability to perform routine, repetitive work

**WAGES AND BENEFITS**

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	5.75 - 9.00	\$6.88
New Hires, W/ Experience	\$5.75 - 12.00	\$8.00
After Three Years W/ Firm	\$5.75 - 11.00	\$9.50

\*Wages reflect economic situation subsequent to state minimum wage change of 03/01/98

Hours Worked: All employers offer full-time employment in the occupation averaging 40 hours per week. All employers offer part-time employment averaging 28 hours per week.

Benefits (% of Employers\* Offering Benefits):

	<u>Employer Paid</u>	<u>Shared Cost</u>	<u>Employee Pays All</u>
Medical Insurance	38%	29%	5%
Dental Insurance	33%	14%	5%
Vision Insurance	24%	5%	0%
Life Insurance	29%	19%	0%
Sick Leave	48%	10%	0%
Vacation	71%	10%	0%
Retirement Plan	19%	10%	0%
Child Care	0%	0%	0%

\*Percentage is based on 21 employers responding to this particular question.

**EMPLOYMENT TRENDS**

**Supply and Demand:**

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	<b>X</b>	<b>X</b>
Not Difficult		

The Job Market for: **Order-Material, Merchandise & Service Tndrs**  
 Experienced applicants: Moderately Competitive  
 Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, in-house promotion or transfer, and current employee referrals.

**Employer Responses:** 21 employers, representing 80 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

**Size of Occupation:**

EDD OCCUPATIONAL PROJECTIONS -- 1995 TO 2002

**Size of Employment:** 40 - 50 (Small)

**Gender:** Employers responding indicate 33% of workers are male, 67% are female.

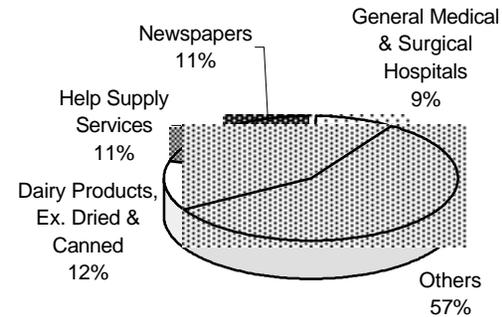
**Projections:**

EDD OCCUPATIONAL PROJECTIONS -- 1995 TO 2002

New jobs through 2002:	10
<u>Separations to 2002:</u>	10
Total Openings:	20

**Growth Trends:** The new job growth rate for this occupation is 25%, which is growing much faster than the average job growth rate of 7.7% for all occupations in the consortium. Most employers project their firm's employment in this occupation to remain stable over the next two years. Some anticipate new growth over this period.

**Where The Jobs Are**



**OTHER INFORMATION:**

**Alternate Job Titles:** Wrappers, Packers

**Related DOT Code:** 209.387-018, 245.367-026, 249.362-026, 249.367-042, 295.367-018, 659.462-010

**Promotional Opportunities:** May be promoted to purchasing, supervision and management positions

**Turnover:** Among employers surveyed, the rate is 20% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** No. Employers responding indicate no unionization for this occupation.

**ORDER FILLERS, WHOLESALE AND RETAIL SALES**

**OES 580260**

Wholesale and Retail Sales Order Fillers fill customers' mail and telephone orders from stored merchandise in accordance with specifications on sales slips or order forms. Their duties include computing prices of items, completing order receipts, keeping records of out-going orders, requisitioning additional material, supplies and equipment, and other related tasks. Does not include Laborers, Stock Clerks, and workers whose primary duties involve weighing and checking.

**EMPLOYER REQUIREMENTS**

Education and Training: Most employers report they require a high school diploma or equivalent. Of those surveyed, none indicate a requirement or preference for technical or vocational training prior to hire.

Experience: Most employers report they require or prefer work experience in this occupation. They tend to hire applicants with 12 - 24 months of prior order filling, sales, or other retail experience.

Skills and Qualifications:

- Able to understand written sentences and paragraphs in work documents
- Able to use mathematics to solve problems
- Able to lift 50 pounds repeatedly
- Willing to work with close supervision
- Able to work independently
- Telephone answering skills
- Able to understand inventory techniques
- Able to requisition supplies
- Record keeping skills
- Oral communication skills
- Able to write legibly
- Organizational skills

**WAGES AND BENEFITS**

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.25 - 7.50	\$6.50
New Hires, W/ Experience	\$6.25 - 12.08	\$7.50
After Three Years W/ Firm	\$6.54 - 14.38	\$9.50

\*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

Hours Worked: Most Oder Fillers work full-time at an average of 40 hours per week. Some work seasonally averaging 40 hours weekly.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	44%	13%	6%
Dental Insurance	31%	13%	0%
Vision Insurance	25%	19%	0%
Life Insurance	31%	0%	0%
Sick Leave	56%	0%	0%
Vacation	75%	0%	0%
Retirement Plan	6%	38%	0%
Child Care	0%	0%	0%

\*Percentage is based on 17 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	<b>X</b>	<b>X</b>
Moderately Difficult		
Not Difficult		

The Job Market for: **Order Fillers, Wholesale and Retail Sales**  
 Experienced applicants: Not Competitive  
 Inexperienced applicants: Not Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: walk-in applicants, newspaper ads, by "word of mouth", and current employee referrals.

**Employer Responses:** 17 employers, representing 85 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

**Size of Employment:** 60 - 70 (Small)

**Gender:** Employers responding indicate 67% of workers are male, 33% are female.

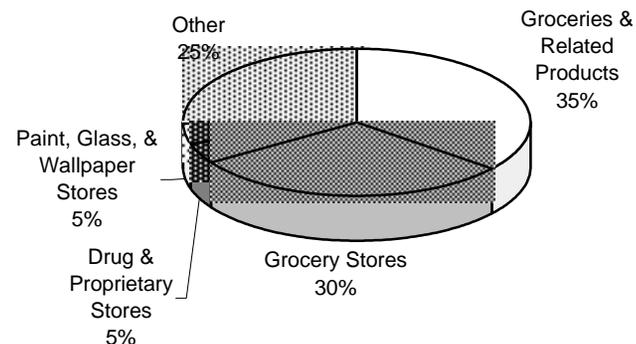
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	10
<u>Separations to 2006:</u>	10
<u>Total Openings:</u>	20

**Growth Trends:** The new job growth rate for this occupation is 16.7%, which is growing much faster than the average job growth rate of 9.1% for all occupations in the consortium. Most employers project their firm's employment in this occupation to remain stable over the next two years.

## WHERE THE JOBS ARE



**Alternate Job Titles:** Clerk, Sales Assistant, Salesperson, Warehouse, Packing Filler

**Related DOT Code:** 222.487-014

**Promotional Opportunities:** May be promoted to checker, salesperson, supervisor, or office manager

**Turnover:** Among employers surveyed, the rate is 23.2% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** No. Employers responding indicate no unionization for this occupation.

**PACKAGING & FILLING MACHINE OPERATORS & TENDERS**

**OES 929740**

Packaging And Filling Machine Operators And Tenders operate or tend machines, such as filling machines, casing running machines, ham rolling machines, preservative filling machines, baling machines, wrapping machines, and stuffing machines, to prepare industrial or consumer products, such as gas cylinders, meat and other food products, tobacco, insulation, ammunition, stuffed toys and athletic equipment, and upholstered pads, as end products or for storage and shipment.

**EMPLOYER REQUIREMENTS**

Education and Training: Many employers report they require a high school diploma or equivalent. Many indicate that education is not a factor in its hiring requirements.

Experience: Most employers report they require or prefer work experience in this occupation. Responding employers indicate the average length of experience required is 6 months. Almost all firms report they will accept training as a substitute for experience. The average length of training needed in lieu of experience is 6 months.

Skills and Qualifications:

- Basic math skills
- Mechanical aptitude
- Knowledge of customer service
- Ability to stand continuously for 2 or more hours
- Ability to lift 50 pounds repeatedly
- Ability to perform routine, repetitive work
- Ability to read and write English
- Ability to follow instructions

**WAGES AND BENEFITS**

<u>*Wages:</u>	Non-Union	Union	Non-Union	Union
	<u>Range</u>	<u>Range</u>	<u>Median</u>	<u>Median</u>
New Hires, No Experience	\$5.75 - 7.70	\$5.75 - 12.34	\$6.00	\$12.20
New Hires, W/ Experience	\$5.75 - 12.38	\$7.00 - 14.20	\$6.75	\$12.26
After Three Years W/ Firm	\$6.00 - 13.90	\$12.34 - 20.00	\$8.20	\$12.87

\*Wages reflect economic situation subsequent to state minimum wage change of 03/01/98

Hours Worked: Almost all employers offer full-time employment in the occupation of 40 hours per week. Many offer part-time employment averaging 28 hours.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	30%	10%	0%
Dental Insurance	25%	10%	0%
Vision Insurance	30%	5%	0%
Life Insurance	30%	5%	0%
Sick Leave	20%	5%	0%
Vacation	45%	5%	0%
Retirement Plan	30%	10%	0%
Child Care	5%	0%	0%

\*Percentage is based on 20 employers responding to this particular question.

**EMPLOYMENT TRENDS**

**Supply and Demand:**

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	<b>X</b>	<b>X</b>
Not Difficult		

The Job Market for: **Packaging & Filling Machine Operators**  
 Experienced applicants: Moderately Competitive  
 Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: in-house promotion or transfer, current employee referrals, and walk-in applicants.

**Employer Responses:** 20 employers, representing 140 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

**Size of Occupation:**

EDD OCCUPATIONAL PROJECTIONS -- 1995 TO 2002

**Size of Employment:** 80 - 100 (Medium)

**Gender:** Employers responding indicate 56% of workers are male, 44% are female.

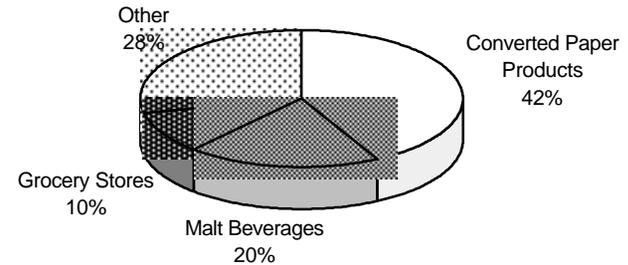
**Projections:**

EDD OCCUPATIONAL PROJECTIONS -- 1995 TO 2002

New jobs through 2002:	20
<u>Separations to 2002:</u>	20
Total Openings:	40

**Growth Trends:** The new job growth rate for this occupation is 25%, which is growing much faster than the average job growth rate of 7.7% for all occupations in the consortium. Most employers project their firm's employment in this occupation to remain stable over the next two years. Some anticipate growth over this period.

**Where The Jobs Are**



**OTHER INFORMATION:**

**Alternate Job Titles:** Wrappers, Packagers

**Related DOT Code:** 529.685-266, 529.685-270, 579.685-038, 694.685-026, 920.685-078, 920.685-082, 525.685-014

**Promotional Opportunities:** May be promoted to supervisory positions

**Turnover:** Among employers surveyed, the rate is 77.9% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Some employers responding indicate their employees are unionized.

**PERSONAL AND HOME CARE AIDES**

**OES 680350**

Personal and Home Care Aides perform a variety of tasks at places of residence. Their duties include keeping house; advising families having problems with such things as nutrition, health, cleanliness, and household utilities. Does not include Nurses' Aides and Home Health Care Workers.

**EMPLOYER REQUIREMENTS**

Education and Training: Most employers report they require a high school diploma or equivalent. Many indicate they require technical or vocational training prior to hire.

Experience: Many employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 12 months experience as a personal and home care aide or similar background.

Skills and Qualifications:

- Able to talk to others to effectively convey information
- Being aware of others' reactions and understanding why they react the way they do
- Able to actively look for ways to help people
- Able to listen to what others are saying and ask questions as appropriate
- Able to teach others how to do something
- Able to use logic and analysis to identify the strengths and weaknesses of different approaches
- Able to identify the things that must be changed to achieve a goal
- Able to observe and evaluate the outcomes of a problem solution to identify lessons learned or redirect efforts
- Able to use multiple approaches when learning or teaching new things
- Possession of a valid driver's license and reliable vehicle
- Able to maintain high standards of personal cleanliness
- Understanding of good diet and nutrition

**WAGES AND BENEFITS**

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.25 - 9.00	\$7.00
New Hires, W/ Experience	\$6.25 - 9.20	\$7.21
After Three Years W/ Firm	\$6.50 - 10.50	\$8.00

\*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

Hours Worked: Many Personal and Home Care Aides work full-time at an average of 37 hours per week. Some work part-time averaging 18 hours weekly.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	20%	0%	27%	7%	0%	0%
Dental Insurance	13%	0%	27%	0%	7%	0%
Vision Insurance	13%	0%	13%	0%	7%	0%
Life Insurance	33%	7%	7%	7%	0%	0%
Sick Leave	47%	7%	0%	7%	0%	0%
Vacation	53%	7%	0%	7%	0%	0%
Retirement Plan	7%	0%	7%	0%	7%	7%
Child Care	0%	0%	0%	0%	0%	0%

\*Percentage is based on 15 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		X
Moderately Difficult	<b>Insufficient Data</b>	
Not Difficult		

The Job Market for: **Personal and Home Care Aides**  
 Experienced applicants: Insufficient Data  
 Inexperienced applicants: Not Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, the Employment Development Department, and current employee referrals.

**Employer Responses:** 15 employers, representing 292 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

**Size of Employment:** 60 -- 70 (Small)

**Gender:** Employers responding indicate 15% of workers are male, 85% are female.

### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

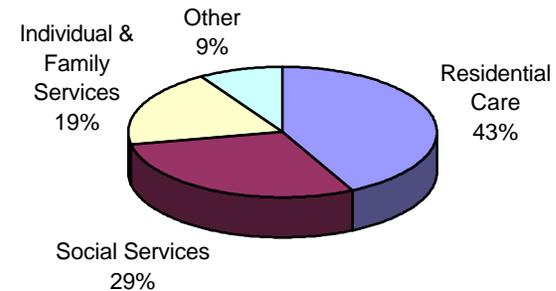
New jobs through 2006: 10

Separations to 2006: 10

Total Openings: 20

**Growth Trends:** The new job growth rate for this occupation is 16.7%, which is growing much faster than the average new job growth rate of 9.1% for all occupations in the consortium. Most employers project their firm's employment in this occupation to remain stable over the next two years. Some expect growth over this period.

## WHERE THE JOBS ARE



## OTHER INFORMATION:

**Alternate Job Titles:** Respite Worker, Home Care Aide, Care Giver, Care Provider, Residential Care Aide

**Related DOT Code:** 309.354-010, 359.573-010

**Promotional Opportunities:** May be promoted to supervisor, program coordinator, director, or other administrative position

**Turnover:** Among employers surveyed, the rate is 26.7% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Few employers surveyed report their employees are unionized.

**PERSONNEL, TRAINING, AND LABOR RELATIONS MANAGERS**

**OES 130050**

Personnel, Training, and Labor Relations Managers plan, organize, direct, control, or coordinate the personnel, training or labor relations activities of an organization. Their work involves establishing employer-relations policies; directing the selection, training, and evaluation of employees; administering benefits, safety, and recreation programs; developing wage and salary schedules; coordinating bargaining activities; and advising on labor contract administration.

**EMPLOYER REQUIREMENTS**

Education and Training: Almost all employers report they require at least a high school diploma or equivalent. Some indicate they require an associate's degree, while a few report they require a bachelor's degree prior to hire.

Experience: Almost all employers report they require or prefer work experience in this occupation. The average length of experience required in the occupation is 20 months. Many firms are willing to accept training as a substitute for experience. The average length of training required in lieu of experience is 15 months.

Skills and Qualifications:

- Oral and written communication skills
- Personnel recruiting
- Knowledge of labor relations practices
- Knowledge of grievance procedures
- Ability to plan and organize the work of others

**WAGES AND BENEFITS**

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$7.00 - 12.00	\$9.50
New Hires, W/ Experience	\$6.00 - 17.50	\$14.00
After Three Years W/ Firm	\$7.50 - 23.00	\$15.00

\*Wages reflect economic situation subsequent to state minimum wage change of 03/01/98

Hours Worked: Almost all employers offer full-time employment in the occupation averaging 41 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	53%	24%	0%
Dental Insurance	35%	24%	0%
Vision Insurance	41%	12%	0%
Life Insurance	47%	12%	6%
Sick Leave	41%	6%	0%
Vacation	71%	6%	0%
Retirement Plan	35%	18%	6%
Child Care	6%	0%	0%

\*Percentage is based on 17 employers responding to this particular question.

**EMPLOYMENT TRENDS**

**Supply and Demand:**

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

The Job Market for: **Personnel, Training, & Labor Relations Mgrs.**  
 Experienced applicants: Moderately Competitive  
 Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, in-house promotion or transfer, and the Employment Development Department.

**Employer Responses:** 17 employers, representing 21 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

**Size of Occupation:**

EDD OCCUPATIONAL PROJECTIONS -- 1995 TO 2002

**Size of Employment:** 60 - 70 (Small)

**Gender:** Employers responding indicate 24% of workers are male, 76% are female.

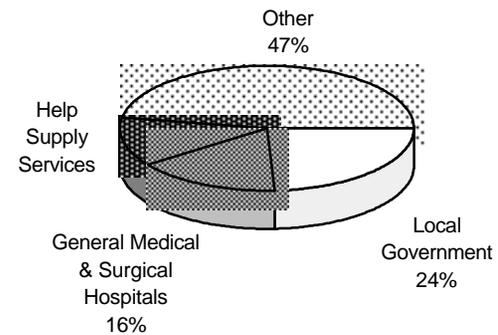
**Projections:**

EDD OCCUPATIONAL PROJECTIONS -- 1995 TO 2002

New jobs through 2002:	10
<u>Separations to 2002:</u>	10
Total Openings:	20

**Growth Trends:** The new job growth rate for this occupation is 16.7%, which is growing much faster than the average job growth rate of 7.7% for all occupations in the consortium. Almost all employers responding project their firm's employment in this occupation to remain stable over the next two years.

**Where The Jobs Are**



**OTHER INFORMATION:**

**Alternate Job Titles:** Human Resource Manager

**Related DOT Code:** 166.117-010, 166.117-018, 166.167-018, 166.167-026, 166.167-030, 166.167-050, 188.117-086

**Promotional Opportunities:** Promotional opportunities are available in various managerial occupations.

**Turnover:** Among employers surveyed, the rate is 9.5% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Few employers responding indicate their employees are unionized.

**POLICE PATROL OFFICERS**

**OES 630140**

Police Patrol Officers maintain order, enforce laws and ordinances, and protect life and property in an assigned patrol district or beat by performing a combination of such duties as patrolling a specific area on foot or in a vehicle; directing traffic; issuing traffic summonses; investigating accidents; apprehending, arresting and processing prisoners; and giving evidence in court.

**EMPLOYER REQUIREMENTS**

Education and Training: Almost all employers report they require a high school diploma or equivalent. Almost all indicate they require technical or vocational training prior to hire. Employers report that candidates must graduate from and be certified by a valid Peace Officer Standards Training (POST) academy.

Experience: Some employers report they require or prefer work experience in this occupation. Those seeking experience tend to hire applicants with 3 - 12 months of previous peace officer experience.

Skills and Qualifications:

- Able to administer emergency first aid
- Able to use logic and analysis to identify the strengths and weaknesses of different approaches
- Able to be aware of others' reactions and to understand why they react the way they do
- Able to identify the nature of problems
- Able to talk to others to effectively convey information
- Able to listen to what others are saying and ask questions appropriately
- Able to know how to find and identify essential information
- Able to weigh the relative costs and benefits of a potential action
- Able to write effectively and legibly
- Able to pass a pre-employment medical examination
- Able to pass psychological interview
- Willingness to work with close supervision
- Able to pass a physical performance test
- Knowledge of Internet crime

**WAGES AND BENEFITS**

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$9.59 - 14.33	\$11.48
New Hires, W/ Experience	\$9.97 - 16.68	\$12.44
After Three Years W/ Firm	\$9.97 - 18.99	\$14.77

Hours Worked: Almost all Police Patrol Officers work full-time at an average of 40 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	67%	33%	0%
Dental Insurance	67%	33%	0%
Vision Insurance	58%	33%	0%
Life Insurance	50%	8%	8%
Sick Leave	92%	8%	0%
Vacation	92%	8%	0%
Retirement Plan	83%	17%	0%
Child Care	0%	0%	0%

\*Percentage is based on 12 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	X
Moderately Difficult		
Not Difficult		

The Job Market for: **Police Patrol Officers**  
 Experienced applicants: Not Competitive  
 Inexperienced applicants: Not Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, school or program referrals, and walk-in applicants.

**Employer Responses:** 12 employers, representing 250 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

**Size of Employment:** 580 - 620 (Very Large)

**Gender:** Employers responding indicate 95% of workers are male, 5% are female.

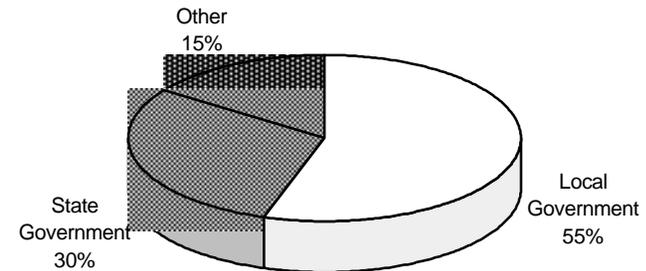
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	40
<u>Separations to 2004:</u>	140
Total Openings:	180

**Growth Trends:** The new job growth rate for this occupation is 6.9%, which is growing slower than the average new job growth rate of 7.7% for all occupations in the consortium. Most employers project their firm's employment in this occupation to remain stable over the next two years. Some anticipate new growth over this period.

## Where The Jobs Are



## **OTHER INFORMATION:**

**Alternate Job Titles:** Police Officer, Code Enforcement Officer, California Highway Patrol Officer

**Related DOT Code:** 375.263-014, 375.263-018, 375.264-010, 375.267-038, 375.367-018, 379.263-014, 372.367-010

**Promotional Opportunities:** May be promoted to sergeant, detective, lieutenant, captain, commander, or chief of police

**Turnover:** Among employers surveyed, the rate is 12.0% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Almost all employers report their employees are unionized.

**RECEPTIONISTS AND INFORMATION CLERKS**

**OES 553050**

Receptionists and Information Clerks answer inquiries and obtain information for the general public (customers, visitors, and other interested parties) concerning activities conducted at an establishment, such as the location of offices or persons within the firm, departments within the store, or services within the hotel. They may perform a variety of other clerical duties. Does not include Receptionists who primarily operate switchboards.

**EMPLOYER REQUIREMENTS**

Education and Training: All employers responding report they require a high school diploma or equivalent. Few require technical or vocational training prior to employment.

Experience: Most employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 12 months experience. They indicate they also hire experienced applicants in office-related fields. These include: secretary, medical clerical, or other general clerical experience.

Skills and Qualifications:

- Able to talk to others effectively to convey information
- Able to listen to what others are saying and ask appropriate questions
- Able to actively look for ways to help people
- Alphabetic and numeric filing skills
- Bookkeeping skills
- Able to operate a multi-line command phone center
- Able to use word processing, spreadsheet, and database software
- Telephone answering skills
- Able to write effectively and legibly
- Public contact skills/oral communication skills/customer service skills
- Able to type at least 45 words per minute
- Able to work under pressure
- Able to adjust actions in relation to others' actions
- Able to multi-task/strong organizational skills
- Willingness to work with close supervision

**WAGES AND BENEFITS**

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.00 - 8.00	\$7.00
New Hires, W/ Experience	\$7.00 - 10.00	\$7.96
After Three Years W/ Firm	\$7.00 - 10.50	\$9.00

Hours Worked: Most Receptionists and Information Clerks work full-time averaging 40 hours per week. Few work part-time at an average of 23 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	47%	27%	0%
Dental Insurance	40%	20%	0%
Vision Insurance	20%	20%	0%
Life Insurance	33%	7%	7%
Sick Leave	80%	0%	0%
Vacation	80%	0%	0%
Retirement Plan	40%	20%	0%
Child Care	0%	0%	0%

\*Percentage is based on 15 employers responding to this particular question.

**EMPLOYMENT TRENDS**

**Supply and Demand:**

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		X
Moderately Difficult	X	
Not Difficult		

The Job Market for: **Receptionists and Information Clerks**  
 Experienced applicants: Moderately Competitive  
 Inexperienced applicants: Not Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, walk-in applicants, and current employee referrals.

**Employer Responses:** 15 employers, representing 92 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

**Size of Occupation:**

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

**Size of Employment:** 430 - 460 (Very Large)

**Gender:** Employers responding indicate 1% of workers are male, 99% are female.

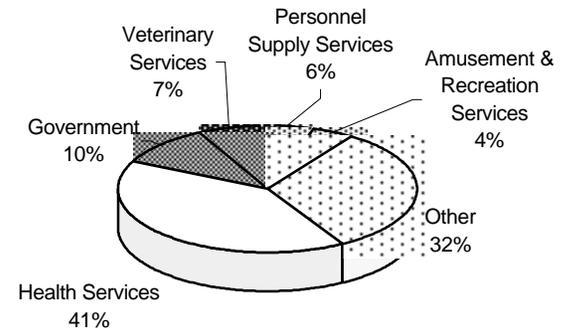
**Projections:**

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	30
<u>Separations to 2004:</u>	60
Total Openings:	90

**Growth Trends:** The new job growth rate for this occupation is 7.0%, which is growing at an average rate. The average new job growth rate for all occupations in the consortium is 7.7%. Most employers responding project their firm's employment in this occupation to remain stable over the next two years. Some anticipate new growth over this period.

**Where The Jobs Are**



**OTHER INFORMATION:**

**Alternate Job Titles:** Medical Receptionist, Front Office Clerk, Customer Service Representative, Admitting Receptionist

**Related DOT Code:** 237.367-010, 237.367-018, 237.367-022, 237.367-038, 237.367-046, 249.262-010, 237.367-042

**Promotional Opportunities:** May be promoted to supervising receptionist, office manager, assistant project director, billing assistant, secretary, administrative clerk, auditor, or other clerical

**Turnover:** Among employers surveyed, the rate is 14.1% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Few employers surveyed report their employees are unionized.

**RECREATION WORKERS**

**OES 273110**

Recreation Workers conduct recreation activities with groups in public, private, or volunteer agencies or recreation facilities. They consider the needs and interests of individual members and organize and promote activities, such as arts and crafts, sports, games, music, dramatics, social recreation, camping, and hobbies.

**EMPLOYER REQUIREMENTS**

Education and Training: Most employers report they require at least a high school diploma or equivalent prior to hire. A few require an associate's degree.

Experience: Most employers report they require or prefer work experience in this occupation. The average length of experience required in the occupation is 12 months. Many employers indicate they will accept training as a substitute for experience. The average length of training required in lieu of experience is 26 months.

Skills and Qualifications:

- Oral and written communication skills
- Leadership
- Knowledge of principles of recreation
- Knowledge of first aid procedures
- Ability to plan and organize the work of others
- Ability to apply teaching techniques

**WAGES AND BENEFITS**

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$5.75 - 6.00	\$5.75
New Hires, W/ Experience	\$5.75 - 12.59	\$7.50
After Three Years W/ Firm	\$5.75 - 14.00	\$10.00

\*Wages reflect economic situation subsequent to state minimum wage change of 03/01/98

Hours Worked: Some employers offer full-time employment of 40 hours per week. Some offer part-time employment averaging 20 hours per week. Many offer seasonal employment averaging 30 hours weekly.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	18%	6%	0%
Dental Insurance	12%	12%	0%
Vision Insurance	12%	12%	0%
Life Insurance	12%	12%	0%
Sick Leave	24%	0%	0%
Vacation	24%	0%	0%
Retirement Plan	6%	6%	0%
Child Care	0%	0%	0%

\*Percentage is based on 17 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

The Job Market for: **Recreation Workers**  
 Experienced applicants: Moderately Competitive  
 Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: colleges and universities, newspaper ads, and the Employment Development Department.

**Employer Responses:** 17 employers, representing 143 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1995 TO 2002

**Size of Employment:** 280 - 290 (Large)

**Gender:** Employers responding indicate 24% of workers are male, 76% are female.

### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1995 TO 2002

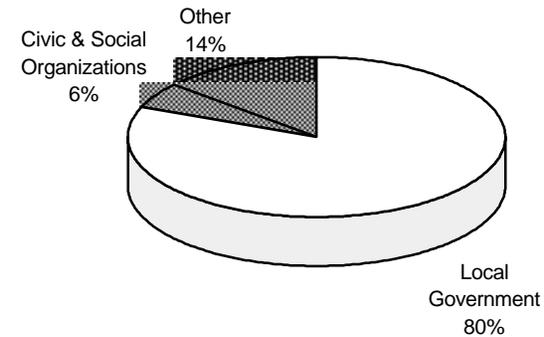
New jobs through 2002: 10

Separations to 2002: 40

Total Openings: 50

**Growth Trends:** The new job growth rate for this occupation is 3.6%, which is growing slower than the average job growth rate of 7.7% for all occupations in the consortium. Almost all employers responding project their firm's employment in this occupation to remain stable over the next two years.

## Where The Jobs Are



## OTHER INFORMATION:

**Alternate Job Titles:** Recreation Aide

**Related DOT Code:** 153.137-010, 159.124-010, 187.167-238, 195.227-010, 195.227-014, 352.167-010

**Promotional Opportunities:** May be promoted to recreation supervisor, and director of recreation programs

**Turnover:** Among employers surveyed, the rate is 3.5% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Few employers responding indicate their employees are unionized.

**RESIDENTIAL COUNSELORS**

**OES 273070**

Residential Counselors coordinate activities for residents of care and treatment institutions, boarding schools, college fraternities or sororities, children homes, or similar establishments. Their work includes developing or assisting in the development of program plans for individuals, maintaining household records, and assigning rooms. They counsel residents in identifying and resolving social or other programs. They order supplies and determine need for maintenance, repairs, and furnishings.

**EMPLOYER REQUIREMENTS**

Education and Training: Almost all employers report they require at least a high school diploma or equivalent. Some indicate they require at least an associate's degree prior to hire.

Experience: Almost all employers report they require or prefer work experience in this occupation. The average length of experience required in the occupation is 12 months. Some employers will accept training as a substitute for experience. The average length of training required in lieu of experience is 9 months.

Skills and Qualifications:

- Individual and family counseling techniques
- Active listening skills
- Knowledge of protective services for children and adults
- Knowledge of a variety of cultures
- Ability to interview others for information
- Ability to maintain progress notes

**WAGES AND BENEFITS**

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$5.75 - 6.25	\$5.78
New Hires, W/ Experience	\$5.75 - 15.00	\$6.79
After Three Years W/ Firm	\$5.75 - 16.34	\$8.25

\*Wages reflect economic situation subsequent to state minimum wage change of 03/01/98

Hours Worked: Almost all employers offer full-time employment in the occupation of 40 hours per week. Many offer part-time employment averaging 15 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	56%	11%	6%
Dental Insurance	44%	11%	6%
Vision Insurance	39%	11%	6%
Life Insurance	28%	17%	6%
Sick Leave	50%	11%	0%
Vacation	56%	11%	0%
Retirement Plan	22%	28%	6%
Child Care	6%	0%	0%

\*Percentage is based on 19 employers responding to this particular question.

**EMPLOYMENT TRENDS**

**Supply and Demand:**

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	<b>X</b>	<b>X</b>
Not Difficult		

The Job Market for: **Residential Counselors**  
 Experienced applicants: Moderately Competitive  
 Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, walk-in applicants, and the Employment Development Department.

**Employer Responses:** 19 employers, representing 125 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

**Size of Occupation:**

EDD OCCUPATIONAL PROJECTIONS -- 1995 TO 2002

**Size of Employment:** 100 - 130 (Medium)

**Gender:** Employers responding indicate 33% of workers are male, 67% are female.

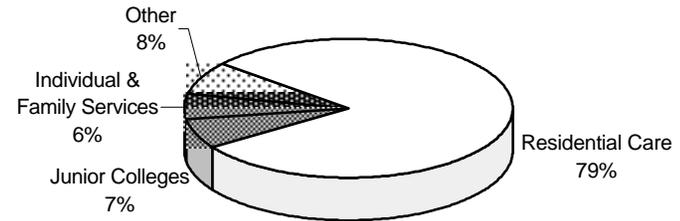
**Projections:**

EDD OCCUPATIONAL PROJECTIONS -- 1995 TO 2002

New jobs through 2002:	30
<u>Separations to 2002:</u>	20
Total Openings:	50

**Growth Trends:** The new job growth rate for this occupation is 30.0%, which is growing much faster than the average job growth rate of 7.7% for all occupations in the consortium. Most employers responding project their firm's employment in this occupation to remain stable over the next two years. Some anticipate new growth over this period.

**Where The Jobs Are**



**OTHER INFORMATION:**

**Alternate Job Titles:** Counselor

**Related DOT Code:** 187.167-186

**Promotional Opportunities:** May be promoted to house manager, or facilities manager

**Turnover:** Among employers surveyed, the rate is 27.2% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Few employers responding indicate their employees are unionized.

**RESPIRATORY CARE PRACTITIONERS**

**OES 323020**

Respiratory Care Practitioners provide diagnostic and therapeutic respiratory care. They set up and operate various types of equipment to measure pulmonary function, and administer oxygen therapy, ventilator therapy, and cardiopulmonary resuscitation. They observe, monitor, and record the patient's responses to treatments and maintain patient records.

**EMPLOYER REQUIREMENTS**

Education and Training: Almost all employers report they require at least an associate's degree prior to hiring an applicant for this occupation. The state requires candidates for this occupation to graduate from a respiratory therapy school reviewed and approved by the Respiratory Care Board. Licensing follows the successful completion of a 24-month training program.

Experience: Almost all employers report they require or prefer work experience in this occupation. They tend to hire applicants with 12 - 24 months or previous experience as a respiratory care practitioner.

Skills and Qualifications:

- Able to control operations of equipment or systems (includes ability to administer an electro-encephalograph and electro-cardiograph test)
- Able to assist physician during bronchoscopy
- Able to perform endotracheal intubation
- Able to understand written sentences and paragraphs in work documents
- Able to assess how well one is doing when learning or doing something
- Able to listen to what others are saying and ask questions as appropriate
- Able to use logic and analysis to identify the strengths and weaknesses of different approaches
- Able to identify the nature of problems
- Able to watch gauges, dials, or other indicators to make sure a machine is working properly
- Able to actively look for ways to help people
- Able to write effectively and legibly
- Able to work under pressure and handle crisis situations

**WAGES AND BENEFITS**

<u>Wages:</u>	Non-Union	Union	Non-Union	Union
	<u>Range</u>	<u>Range</u>	<u>Median</u>	<u>Median</u>
New Hires, No Experience	\$15.50 - 17.00	\$13.40 - 13.40	\$16.68	\$13.40
New Hires, W/ Experience	\$14.52 - 18.00	\$13.92 - 19.00	\$16.99	\$16.46
After Three Years W/ Firm	\$16.00 - 22.00	\$15.64 - 22.00	\$19.00	\$18.82

\*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

Hours Worked: Almost all Respiratory Care Practitioners work full-time at an average of 38 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	11%	78%	0%
Dental Insurance	11%	78%	0%
Vision Insurance	11%	67%	0%
Life Insurance	56%	33%	0%
Sick Leave	78%	11%	0%
Vacation	100%	0%	0%
Retirement Plan	44%	33%	0%
Child Care	0%	0%	0%

\*Percentage is based on 9 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		X
Moderately Difficult	X	
Not Difficult		

The Job Market for: **Respiratory Care Practitioners**  
Experienced applicants: Moderately Competitive  
Inexperienced applicants: Not Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, the Internet, walk-in applicants, current employee referrals, and in-house promotion or transfer.

**Employer Responses:** 9 employers, representing 36 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

**Size of Employment:** 60 - 80 (Small)

**Gender:** Employers responding indicate 53% of workers are male, 47% are female.

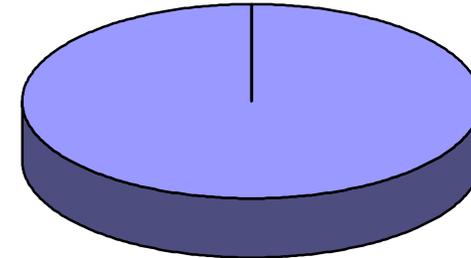
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	20
<u>Separations to 2006:</u>	10
Total Openings:	30

**Growth Trends:** The new job growth rate for this occupation is 33.3%, which is growing much faster than the average job growth rate of 9.1% for all occupations in the consortium. Most employers project their firm's employment in this occupation to remain stable over the next two years. Some expect growth over this period.

## WHERE THE JOBS ARE



Hospitals  
100%

## OTHER INFORMATION:

**Alternate Job Titles:** Respiratory Therapists

**Related DOT Code:** 076.361-014

**Promotional Opportunities:** May be promoted to manager, department supervisor, or director

**Turnover:** Among employers surveyed, the rate is 8.6% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Some employers surveyed report their employees are unionized.

**SALESPERSONS, PARTS**

**OES 490140**

Parts Salespersons sell spare and replaceable parts and equipment from behind a counter in agency, repair shop, or parts store. They determine the make, year, and type of part needed by observing the damaged part or listening to a description of the malfunction. They read a catalogue to find stock number, price, etc., and fill the customer's order from stock. Does not include workers whose primary responsibilities are to receive, store, and issue materials, equipment, and other items from the stockroom.

**EMPLOYER REQUIREMENTS**

Education and Training: Most employers report they require a high school diploma or equivalent. Of employers surveyed, none indicates a requirement for vocational or technical training prior to hire.

Experience: Most employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 24 months of prior experience working in the following areas: shipping and receiving, stocking, cashiering, service mechanic, customer service, or parts sales.

Skills and Qualifications:

- Able to actively look for ways to help people
- Able to talk to others to effectively convey information
- Being aware of others' reactions and understanding why they react the way they do
- Able to inspect and evaluate the quality of products
- Able to listen to what others are saying and ask questions as appropriate
- Able to identify the nature of problems
- Able to know how to find information and identify essential information
- Able to understand written sentences and paragraphs in work documents
- Able to use mathematics to solve problems
- Able to determine what is causing an operating error and decide what to do about it
- Able to apply sales techniques
- Able to understand inventory techniques

**WAGES AND BENEFITS**

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.25 - 9.00	\$6.50
New Hires, W/ Experience	\$6.25 - 10.00	\$8.00
After Three Years W/ Firm	\$7.48 - 16.11	\$10.00

\*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

Hours Worked: Almost all Parts Salespersons work full-time at an average of 40 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	40%	47%	0%
Dental Insurance	13%	33%	0%
Vision Insurance	13%	20%	0%
Life Insurance	33%	13%	0%
Sick Leave	60%	7%	0%
Vacation	100%	0%	0%
Retirement Plan	20%	47%	0%
Child Care	0%	0%	0%

\*Percentage is based on 15 employers responding to this particular question.

**EMPLOYMENT TRENDS**

**Supply and Demand:**

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		X
Moderately Difficult	<b>Insufficient Data</b>	
Not Difficult		

The Job Market for: **Parts Salespersons**  
 Experienced applicants: Insufficient Data  
 Inexperienced applicants: Not Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and in-house promotion or transfer.

**Employer Responses:** 15 employers, representing 77 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

**Size of Occupation:**

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

**Size of Employment:** 120 (Medium)

**Gender:** Employers responding indicate 73% of workers are male, 27% are female.

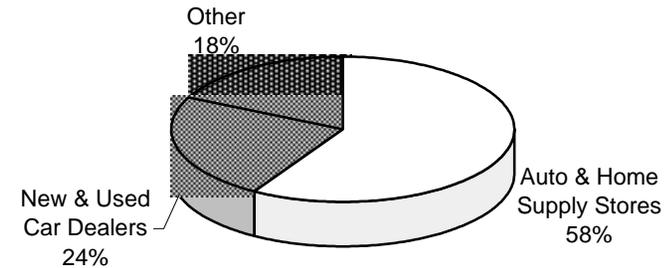
**Projections:**

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	0
<u>Separations to 2006:</u>	30
Total Openings:	30

**Growth Trends:** The new job growth rate for this occupation is 0%, indicating growth remains stable relative to the new job growth rate of 9.1% for occupations in the consortium. Most employers project their firm's employment in this occupation to grow over the next two years. Many anticipate growth to remain stable over this period.

**WHERE THE JOBS ARE**



**OTHER INFORMATION:**

**Alternate Job Titles:** Counter Salesperson

**Related DOT Code:** 277.357-050, 279.357-062

**Promotional Opportunities:** May be promoted to parts manager, supervisor, assistant manager, or manager

**Turnover:** Among employers surveyed, the rate is 17.1% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** No. Employers responding indicate no unionization for this occupation.

**SHERIFFS AND DEPUTY SHERIFFS**

**OES 630320**

Sheriffs and Deputy Sheriffs enforce law and order in rural or unincorporated districts or serve legal processes of courts. They may patrol courthouse, guard court or grand jury, or escort defendants. Does not include Deputy Sheriffs who spend the majority of time guarding prisoners in county correctional institutions.

**EMPLOYER REQUIREMENTS**

Education and Training: All employers surveyed report they require a high school diploma or equivalent. Candidates for hire need to be certified by a valid Peace Officer Standards and Training (POST) academy.

Experience: Many employers report that they prefer work experience in this occupation. The average length of experience required in this occupation is 14 months.

Skills and Qualifications:

- Public contact skills
- Oral communication skills
- Knowledge of firearms
- Knowledge of a variety of cultures
- Ability to pass physical performance and medical exams
- Ability to work under pressure

**WAGES AND BENEFITS**

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$10.17 - 12.63	\$11.87
New Hires, W/ Experience	\$11.07 - 13.95	\$12.53
After Three Years W/ Firm	\$11.75 - 20.77	\$14.38

\*Wages reflect economic situation subsequent to state minimum wage change of 03/01/98

Hours Worked: All employers offer full-time employment in the occupation averaging 40 hours per week. A few offer seasonal employment of 40 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	86%	14%	0%
Dental Insurance	86%	14%	0%
Vision Insurance	71%	14%	0%
Life Insurance	86%	0%	0%
Paid Sick Leave	100%	0%	0%
Paid Vacation	100%	0%	0%
Retirement Plan	86%	14%	0%
Child Care	0%	0%	0%

\*Percentage is based on 7 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

The Job Market for: **Sheriffs & Deputy Sheriffs**  
Experienced applicants: Moderately Competitive  
Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, in-house promotion of transfer, and walk-in applicants.

**Employer Responses:** 7 employers, representing 223 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1995 TO 2002

**Size of Employment:** 90 - 110 (Medium)

**Gender:** Employers responding indicate 95% of workers are male, 5% are female.

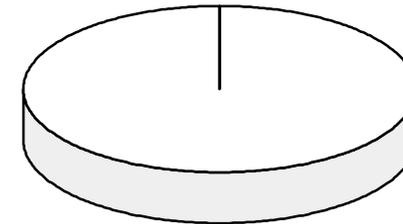
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1995 TO 2002

New jobs through 2002:	20
<u>Separations to 2002:</u>	10
Total Openings:	30

**Growth Trends:** The new job growth rate for this occupation is 28.6%, which is growing much faster than the average job growth rate of 7.7% for all occupations in the consortium. Almost all employers project their firm's employment in this occupation to remain stable over the next two years.

## Where The Jobs Are



Local  
Government  
100%

## **OTHER INFORMATION:**

**Alternate Job Titles:** None available

**Related DOT Code:** 377.263-010, 377.363-010, 377.667-014, 377.667-018

**Promotional Opportunities:** May be promoted to sergeant, investigator, and captain positions

**Turnover:** Among employers surveyed, the rate is 12.1% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. All employers responding indicate their employees are unionized.

**SOCIAL WORKERS -- EXCEPT MEDICAL AND PSYCHIATRIC**

**OES 273050**

Social Workers (except Medical and Psychiatric), counsel and aid individuals and families requiring social service assistance. Includes Community Organization Social Workers who plan, organize and work with community groups to solve problems. Does not include workers who are primarily Medical, Psychiatric, or Chemical Dependency Social Workers.

**EMPLOYER REQUIREMENTS**

Education and Training: Of those surveyed, all employers report they require at least a high school diploma or equivalent. Most indicate they require at least an associate's degree, while many report they require at least a bachelor's degree prior to hire. Most indicate they require technical or vocational training prior to hire.

Experience: Almost all employers report they require or prefer work experience in this occupation. They tend to hire applicants with 12 - 24 months of experience as a social worker, eligibility worker, or with a background in human services or the court system.

Skills and Qualifications:

- Able to understand a variety of cultures
- Able to apply complex rules and regulations
- Able to work independently
- Leadership skills
- Able to handle crisis situations
- Possession of a clean police record
- Willing to work with close supervision
- Knowledge of veterans services
- Knowledge of protective services for children and adults
- Knowledge of family social work
- Vocational counseling skills
- Able to interview others for information
- Possession of a valid driver's license
- Understanding of court proceedings
- Able to write effectively and legibly

**WAGES AND BENEFITS**

<u>Wages:</u>	Non-Union	Union	Non-Union	Union
	<u>Range</u>	<u>Range</u>	<u>Median</u>	<u>Median</u>
New Hires, No Experience	\$7.50 - 15.00	\$11.75 - 17.48	\$7.92	\$14.56
New Hires, W/ Experience	\$7.50 - 15.30	\$10.91 - 18.35	\$10.75	\$14.17
After Three Years W/ Firm	\$8.50 - 18.00	\$12.03 - 19.27	\$13.25	\$15.53

\*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

Hours Worked: Almost all Social Workers work full-time averaging 40 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	60%	27%	7%
Dental Insurance	60%	20%	7%
Vision Insurance	40%	20%	7%
Life Insurance	53%	20%	7%
Sick Leave	93%	0%	0%
Vacation	93%	0%	0%
Retirement Plan	27%	40%	7%
Child Care	7%	7%	7%

\*Percentage is based on 15 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		X
Moderately Difficult	X	
Not Difficult		

The Job Market for: **Social Workers -- Except Medical/Psychiatric**  
 Experienced applicants: Moderately Competitive  
 Inexperienced applicants: Not Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, in-house promotion or transfer, the Internet, and the Employment Development Department.

**Employer Responses:** 15 employers, representing 115 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

**Size of Employment:** 220 (Large)

**Gender:** Employers responding indicate 31% of workers are male, 69% are female.

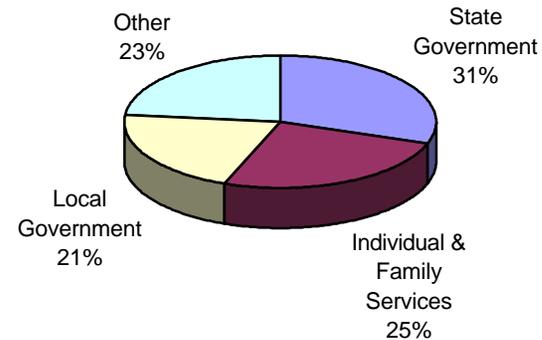
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	0
<u>Separations to 2006:</u>	20
Total Openings:	20

**Growth Trends:** The new job growth rate for this occupation is 0%, indicating growth remains stable relative to the average new job growth rate of 9.1% for all occupations in the consortium. Many employers project their firm's employment in this occupation to grow over the next two years. Many anticipate growth to remain stable over this period.

## WHERE THE JOBS ARE



## OTHER INFORMATION:

**Alternate Job Titles:** Social Services Worker, Social Service Coordinator, Case Manager, Program Specialist

**Related DOT Code:** 195.267-010, 195.107-014, 195.107-018

**Promotional Opportunities:** May be promoted to program manager, supervisor, coordinator, executive director

**Turnover:** Among employers surveyed, the rate is 15.6% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Some employers surveyed report their employees are unionized.

**SYSTEMS ANALYSTS -- ELECTRONIC DATA PROCESSING**

**OES 251020**

Systems Analysts -- Electronic Data Processing analyze business, scientific, and technical problems for application to electronic data processing systems. Does not include persons working primarily as engineers, mathematicians, programmers, or scientists.

**EMPLOYER REQUIREMENTS**

Education and Training: All employers report they require at least a high school diploma or equivalent. Some indicate they require a bachelor's degree.

Experience: Almost all employers report they require or prefer work experience in this occupation. The average length of experience in the occupation is 12 months. Some employers will accept training as a substitute for experience. The average length of training required in lieu of experience is 15 months.

Skills and Qualifications:

- Customer service skills
- Oral communication skills
- Knowledge of mainframe hardware and operating systems
- Knowledge of local area and wide area networks
- Ability to set-up and maintain multi-user systems
- Ability to work under pressure

**WAGES AND BENEFITS**

<u>Wages:</u>	Non-Union <u>Range</u>	Union <u>Range</u>	Non-Union <u>Median</u>	Union <u>Median</u>
New Hires, No Experience	\$6.50 - 11.81	N/A	\$9.26	N/A
New Hires, W/ Experience	\$7.00 - 12.40	\$10.46 - 22.09	\$8.07	\$17.47
After Three Years W/ Firm	\$8.55 - 15.00	\$14.38 - 26.66	\$11.40	\$19.17

\*Wages reflect economic situation subsequent to state minimum wage change of 03/01/98

Hours Worked: Almost all employers offer full-time employment in the occupation of 40 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	61%	22%	0%
Dental Insurance	61%	22%	0%
Vision Insurance	61%	17%	0%
Life Insurance	50%	17%	0%
Sick Leave	78%	0%	0%
Vacation	83%	0%	0%
Retirement Plan	61%	17%	0%
Child Care	0%	0%	0%

\*Percentage is based on 18 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	<b>X</b>	<b>X</b>
Not Difficult		

The Job Market for: **Systems Analysts**  
 Experienced applicants: Moderately Competitive  
 Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, in-house promotion or transfer, and the Employment Development Department.

**Employer Responses:** 18 employers, representing 87 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1995 TO 2002

**Size of Employment:** 50 - 60 (Small)

**Gender:** Employers responding indicate 51% of workers are male, 49% are female.

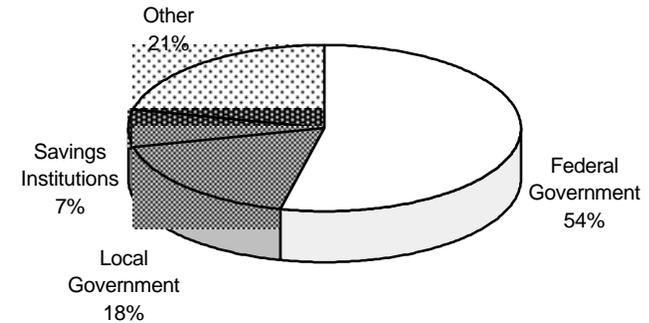
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1995 TO 2002

New jobs through 2002:	10
<u>Separations to 2002:</u>	0
Total Openings:	10

**Growth Trends:** The new job growth rate for this occupation is 20.0%, which is growing much faster than the average job growth rate of 7.7% for all occupations in the consortium. Most employers responding project their firm's employment in this occupation to remain stable over the next two years. Some anticipate new growth over this period.

## Where The Jobs Are



## OTHER INFORMATION:

**Alternate Job Titles:** Associate Information Systems Analyst

**Related DOT Code:** 030.162-014, 030.162-022, 030.167-014, 033.262-010, 109.067-010

**Promotional Opportunities:** May be promoted to associate information systems analysts II & III

**Turnover:** Among employers surveyed, the rate is 6.9% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Many employers indicate their employees are unionized.

**TEACHERS -- ELEMENTARY SCHOOL**

**OES 313050**

Elementary School Teachers teach elementary (kindergarten through eighth grade) pupils in public or private schools basic academic, social, and other formative skills. Does not include special education teachers who teach only handicapped pupils.

**EMPLOYER REQUIREMENTS**

Education and Training: All employers surveyed report they require a bachelor's degree prior to hiring an applicant for this occupation. Graduate study, which includes student teaching, is consistent with the State of California's credentialing requirements for Elementary School Teachers. Persons interested in this career are encouraged to contact both the California Commission on Teacher Credentialing and the Department of Education at a state university.

Experience: Few employers report that they require work experience in this occupation.

Skills and Qualifications:

- Knowledge of algebra
- Audiovisual teaching skills
- Artistic skills
- Musical skills
- Supervisory skills
- Classroom management skills
- Record keeping skills
- Ability to administer first aid
- Possession of a state teacher's certificate
- Able to write effectively
- Problem solving skills
- Understanding of a variety of cultures
- Possession of a clean police record
- Ability to exercise patience
- Ability to work independently

**WAGES AND BENEFITS**

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$11.83 - 15.34	\$13.33
New Hires, W/ Experience	\$11.83 - 19.42	\$14.32
After Three Years W/ Firm	\$13.00 - 25.53	\$16.55

Hours Worked: Almost all Elementary School Teachers work full-time at an average of 40 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	94%	6%	0%
Dental Insurance	100%	0%	0%
Vision Insurance	94%	0%	0%
Life Insurance	56%	0%	0%
Sick Leave	94%	0%	0%
Vacation	6%	0%	0%
Retirement Plan	31%	38%	6%
Child Care	0%	0%	0%

\*Percentage is based on 16 employers responding to this particular question.

**EMPLOYMENT TRENDS**

**Supply and Demand:**

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult		
Not Difficult	X	X

The Job Market for: **Elementary School Teachers**  
 Experienced applicants: Very Competitive  
 Inexperienced applicants: Very Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: colleges & universities, newspaper ads, and the Internet.

**Employer Responses:** 16 employers, representing 619 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

**Size of Occupation:**

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

**Size of Employment:** 1270 - 1290 (Very Large)

**Gender:** Employers responding indicate 26% of workers are male, 74% are female.

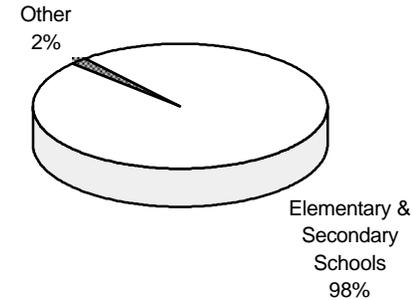
**Projections:**

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	20
<u>Separations to 2004:</u>	160
Total Openings:	180

**Growth Trends:** The new job growth rate for this occupation is 1.6%, which is growing slower than the average job growth rate of 7.7% for all occupations in the consortium. Most employers project their firm's employment in this occupation to remain stable over the next two years. Some anticipate a decline in employment over this period.

**Where The Jobs Are**



**OTHER INFORMATION:**

**Alternate Job Titles:** Teachers

**Related DOT Code:** 092.227-010, 099.224-010

**Promotional Opportunities:** May be promoted to vice principal, principal, superintendent, or other administrative job

**Turnover:** Among employers surveyed, the rate is 1.1% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Almost all employers surveyed report their employees are unionized.

**TEACHERS -- KINDERGARTEN**

**OES 313040**

Kindergarten Teachers teach elemental, natural and social science, personal hygiene, music, art, and literature to children from 4 to 6 years old. Promote physical, mental, and social development. May be required to hold State certification.

**EMPLOYER REQUIREMENTS**

Education and Training: All employers surveyed report they require a bachelor's degree. Some indicate they require graduate study prior to hire. Graduate study, which includes student teaching, is consistent with the State of California's credentialing requirements for kindergarten teachers. Persons interested in this career are encouraged to contact both the California Commission on Teacher Credentialing and the Department of Education at the state university.

Experience: Many employers report they require or prefer work experience in this occupation. The average length of experience required in the occupation is 15 months. A few indicate they will accept training as a substitute for experience. The average length of training required in lieu of experience is 12 months.

Skills and Qualifications:

- Classroom management skills
- Problem solving skills
- Knowledge of a variety of cultures
- Knowledge of principles of recreation
- Ability to operate audiovisual equipment
- Ability to administer emergency first aid

**WAGES AND BENEFITS**

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$11.30 - 16.15	\$14.32
New Hires, W/ Experience	\$11.99 - 21.33	\$15.38
After Three Years W/ Firm	\$14.43 - 23.92	\$17.86

\*Wages reflect economic situation subsequent to state minimum wage change of 03/01/98

Hours Worked: Almost all employers offer full-time employment in the occupation averaging 38 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	76%	12%	0%
Dental Insurance	76%	12%	0%
Vision Insurance	76%	12%	0%
Life Insurance	53%	6%	0%
Sick Leave	82%	6%	0%
Vacation	29%	0%	0%
Retirement Plan	47%	29%	0%
Child Care	0%	0%	0%

\*Percentage is based on 17 employers responding to this particular question.

**EMPLOYMENT TRENDS**

**Supply and Demand:**

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult		
Not Difficult	X	X

The Job Market for: **Kindergarten Teachers**  
 Experienced applicants: Very Competitive  
 Inexperienced applicants: Very Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, colleges & universities, and walk-in applicants.

**Employer Responses:** 17 employers, representing 95 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

**Size of Occupation:**

EDD OCCUPATIONAL PROJECTIONS -- 1995 TO 2002

**Size of Employment:** 130 - 150 (Medium)

**Gender:** Employers responding indicate 6% of workers are male, 94% are female.

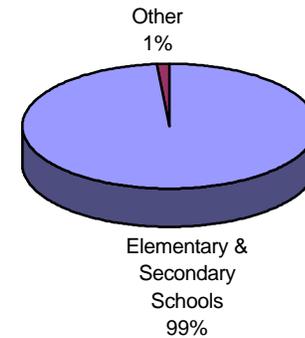
**Projections:**

EDD OCCUPATIONAL PROJECTIONS -- 1995 TO 2002

New jobs through 2002:	20
<u>Separations to 2002:</u>	20
Total Openings:	40

**Growth Trends:** The new job growth rate for this occupation is 15.4%, which is growing much faster than the average job growth rate of 7.7% for all occupations in the consortium. Almost all employers responding project their firm's employment in this occupation to remain stable over the next two years.

**Where The Jobs Are**



**OTHER INFORMATION:**

**Alternate Job Titles:** None available

**Related DOT Code:** 092.227-014

**Promotional Opportunities:** May be promoted to teaching positions in Grades 1 - 8, and various administrative positions

**Turnover:** Among employers surveyed, the rate is 5.3% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Almost all employers responding indicate their employees are unionized.

**TEACHERS -- SPECIAL EDUCATION**

**OES 313110**

Teachers -- Special Education teach elementary and secondary school subjects to educationally and physically handicapped students. Includes teachers who specialize and work with audibly and visually handicapped students and those who teach basic academic and life processes skills to the mentally retarded.

**EMPLOYER REQUIREMENTS**

Education and Training: All employers surveyed report they require at least a bachelor's degree. Some indicate they require graduate study. Graduate study, which includes student teaching, is consistent with the State of California's credentialing requirements for special education teachers. Persons interested in this career are encouraged to contact both the California Commission on Teacher Credentialing and the Department of Education at the state university.

Experience: Many employers report they require or prefer work experience in this occupation. The average length of experience required in the occupation is 12 months. Many employers will accept training as a substitute for experience. The average length of training required in lieu of experience is 26 months.

Skills and Qualifications:

- Crisis intervention skills
- Classroom management skills
- Knowledge of training program planning and organizing
- Knowledge of discipline applications
- Ability to read braille, sign language, and lips
- Ability to use computers as a teaching tool

**WAGES AND BENEFITS**

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$12.22 - 16.71	\$13.67
New Hires, W/ Experience	\$12.96 - 21.63	\$15.77
After Three Years W/ Firm	\$13.81 - 27.22	\$17.97

\*Wages reflect economic situation subsequent to state minimum wage change of 03/01/98

Hours Worked: Most employers offer full-time employment in the occupation averaging 36 hours per week. Some offer part-time employment averaging 30 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	76%	6%	0%
Dental Insurance	82%	0%	0%
Vision Insurance	76%	0%	0%
Life Insurance	47%	0%	0%
Sick Leave	82%	0%	0%
Vacation	12%	0%	0%
Retirement Plan	47%	29%	0%
Child Care	0%	0%	0%

\*Percentage is based on 17 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

The Job Market for: **Special Education Teachers**  
Experienced applicants: Moderately Competitive  
Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, colleges & universities, and the Internet.

**Employer Responses:** 17 employers, representing 169 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1995 TO 2002

**Size of Employment:** 170 - 220 (Large)

**Gender:** Employers responding indicate 24% of workers are male, 76% are female.

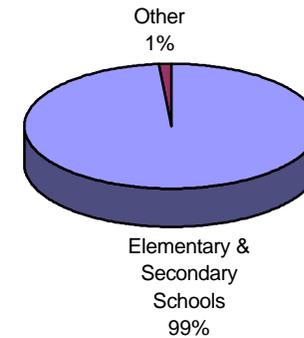
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1995 TO 2002

New jobs through 2002:	50
<u>Separations to 2002:</u>	20
Total Openings:	70

**Growth Trends:** The new job growth rate for this occupation is 29.4%, which is growing much faster than the average job growth rate of 7.7% for all occupations in the consortium. Almost all employers responding project their firm's employment in this occupation to remain stable over the next two years.

## Where The Jobs Are



## OTHER INFORMATION:

**Alternate Job Titles:** None available

**Related DOT Code:** 094.224-010, 094.224-014, 094.224-018, 094.227-010, 094.227-022, 094.227-030, 094.107-010

**Promotional Opportunities:** None specified

**Turnover:** Among employers surveyed, the rate is 9.5% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. All employers responding indicate their employees are unionized.

**TEACHERS, PRESCHOOL**

**OES 313030**

Preschool Teachers instruct children (normally up to 5 years of age) in activities designed to promote social, physical, and intellectual growth needed for primary school in preschool, day care center, or other child development facility. May be required to hold State certification.

**EMPLOYER REQUIREMENTS**

Education and Training: Among those surveyed, almost all employers report they require an associate's degree. Most indicate they require technical or vocational training prior to hire. Employers generally express this training as the completion of 6 - 24 months of early childhood education.

Experience: Most employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 24 months of preschool teaching experience.

Skills and Qualifications:

- Able to speak to others to effectively convey information
- Able to use multiple approaches when learning or teaching new things
- Able to teach others how to do something
- Being aware of others' reactions and understanding why they react the way they do
- Able to listen to what others are saying and ask questions as appropriate
- Able to understand written sentences and paragraphs in work documents
- Able to assess how well one is doing when learning or doing something
- Able to adjust actions in relation to others' actions
- Able to develop approaches for implementing an idea
- Able to manage one's own time and the time of others
- Able to actively look for ways to help people
- Knowledge of child abuse and health issues
- Able to administer first aid
- Possession of a clean police record

**WAGES AND BENEFITS**

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.25 - 9.20	\$6.75
New Hires, W/ Experience	\$6.25 - 12.00	\$9.21
After Three Years W/ Firm	\$6.90 - 13.07	\$10.00

\*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

Hours Worked: Many Preschool Teachers work full-time averaging 39 hours per week. Some work seasonally at an average of 34 hours weekly. Some work part-time averaging 21 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	29%	6%	18%	6%	0%	0%
Dental Insurance	29%	0%	6%	6%	6%	0%
Vision Insurance	29%	0%	0%	6%	0%	0%
Life Insurance	29%	0%	0%	0%	0%	0%
Sick Leave	65%	24%	0%	6%	0%	0%
Vacation	65%	18%	0%	6%	0%	0%
Retirement Plan	18%	0%	29%	6%	0%	0%
Child Care	12%	12%	6%	6%	6%	0%

\*Percentage is based on 17 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	
Moderately Difficult		X
Not Difficult		

The Job Market for: **Preschool Teachers**  
Experienced applicants: Not Competitive  
Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, in-house promotion or transfer, and by "word of mouth".

**Employer Responses:** 17 employers, representing 138 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

**Size of Employment:** 210 -- 240 (Large)

**Gender:** Employers responding indicate 1% of workers are male, 99% are female.

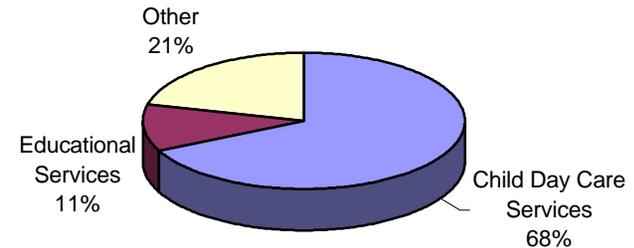
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	30
<u>Separations to 2006:</u>	30
Total Openings:	60

**Growth Trends:** The new job growth rate for this occupation is 14.3%, which is growing much faster than the average job growth rate of 9.1% for all occupations in the consortium. Many employers project their firm's employment in this occupation to remain stable over the next two years. Some expect growth over this period.

## WHERE THE JOBS ARE



## OTHER INFORMATION:

**Alternate Job Titles:** Teacher, Child Development Teacher

**Related DOT Code:** 092.227-018

**Promotional Opportunities:** May be promoted to head teacher, site supervisor, or teaching director

**Turnover:** Among employers surveyed, the rate is 20.5% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Few employers surveyed report their employees are unionized.

**TEACHERS AND INSTRUCTORS -- VOCATIONAL EDUCATION AND TRAINING**

**OES 313140**

Vocational Education and Training Teachers and Instructors teach or instruct vocational and/or occupational subjects at the post-secondary level (but at less than the baccalaureate) to students who have graduated or left high school. They teach subjects such as business, secretarial science, data processing, trades, or practical nursing. Includes correspondence school instructors; industrial, commercial or government training instructors; and instructors who prepare persons to operate industrial machinery and equipment and transportation and communications equipment. They may teach in public or private schools or in schools associated with organizations whose primary business is other than education.

**EMPLOYER REQUIREMENTS**

Education and Training: Most employers report they require at least a bachelor's degree prior to employment. Some indicate they require additional technical or vocational training prior to hire. To a few, this further training involves a teaching credential in subject area.

Experience: Many employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 60 months of prior vocational education experience. Many, however, do not require or prefer previous experience.

Skills and Qualifications:

- Able to talk to others to effectively convey information
- Able to listen to what others are saying and ask appropriate questions
- Able to use multiple approaches when learning or teaching new things
- Able to write effectively and legibly
- Able to understand foreign accents
- Knowledge of Occupational Safety and Health Administration standards
- Able to perform advanced mathematical computations
- Able to perform strenuous, physical work
- Able to work independently
- Able to work under pressure
- Able to maintain classroom discipline
- Able to understand written sentences and paragraphs in work documents
- Able to weigh the relative costs and benefits of a potential action

**WAGES AND BENEFITS**

<u>*Wages:</u>	Non-Union	Union	Non-Union	Union
	<u>Range</u>	<u>Range</u>	<u>Median</u>	<u>Median</u>
New Hires, No Experience	\$16.41 - 25.00	\$11.51 - 23.01	\$21.19	\$15.94
New Hires, W/ Experience	\$7.00 - 25.00	\$11.51 - 26.85	\$14.46	\$16.16
After Three Years W/ Firm	\$11.00 - 29.86	\$12.47 - 28.38	\$15.17	\$17.56

\*Wages for experienced workers appear lower than inexperienced workers because firms hiring entry level workers pay at the higher end of the wage scale.

Hours Worked: Almost all Vocational Education and Training Teachers work full-time at an average of 40 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	31%	38%	0%
Dental Insurance	31%	38%	0%
Vision Insurance	25%	31%	0%
Life Insurance	25%	31%	0%
Sick Leave	69%	6%	0%
Vacation	44%	0%	0%
Retirement Plan	44%	19%	0%
Child Care	0%	6%	0%

\*Percentage is based on 16 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	X	
Moderately Difficult		X
Not Difficult		

The Job Market for: **Vocational Ed. & Training Teachers**  
 Experienced applicants: Not Competitive  
 Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, colleges & universities, and the Internet.

**Employer Responses:** 16 employers, representing 236 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

**Size of Employment:** 390 - 430 (Very Large)

**Gender:** Employers responding indicate 59% of workers are male, 41% are female.

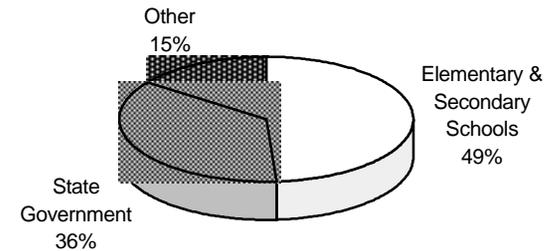
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	40
<u>Separations to 2004:</u>	30
Total Openings:	70

**Growth Trends:** The new job growth rate for this occupation is 10.3%, which is growing faster than the average job growth rate of 7.7% for all occupations in the consortium. Most employers project their firm's employment in this occupation to remain stable over the next two years. Some anticipate new growth over this period.

## Where The Jobs Are



## OTHER INFORMATION:

**Alternate Job Titles:** Regional Occupational Program Teacher, Community Educator, Instructor

**Related DOT Code:** 097.221-010, 099.227-014, 166.221-010, 090.222-010, 099.227-030

**Promotional Opportunities:** May be promoted to department head

**Turnover:** Among employers surveyed, the rate is 10.6% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Some employers report their employees are unionized.

**TECHNICAL ASSISTANTS -- LIBRARY**

**OES 315050**

Library Technical Assistants assist librarians by furnishing information on library sciences, facilities, and rules; by assisting readers in the use of card catalogs and indexes to locate books and other materials; and by answering questions that require only brief consultation of standard reference. They may train and supervise clerical staff or catalog books.

**EMPLOYER REQUIREMENTS**

Education and Training: Almost all employers report they require at least a high school diploma or equivalent. A few employers indicate they require an associate's degree. A few require graduate study prior to hire in this occupation.

Experience: Almost all employers report they require or prefer work experience in this occupation. The average length of experience required in the occupation is 12 months. Many employers will accept training as a substitute for experience. The average length of training needed in lieu of experience is 13 months.

Skills and Qualifications:

- Public contact skills
- Telephone answering skills
- Knowledge of the Dewey Decimal System
- Knowledge of basic math
- Ability to operate computers
- Ability to operate audiovisual equipment

**WAGES AND BENEFITS**

<u>Wages:</u>	Non-Union	Union	Non-Union	Union
	<u>Range</u>	<u>Range</u>	<u>Median</u>	<u>Median</u>
New Hires, No Experience	\$5.75 - 8.65	\$7.19 - 11.65	\$7.20	\$9.07
New Hires, W/ Experience	\$5.75 - 19.28	\$7.54 - 12.23	\$8.46	\$9.79
After Three Years W/ Firm	\$5.75 - 23.42	\$7.88 - 12.85	\$9.19	\$10.67

\*Wages reflect economic situation subsequent to state minimum wage change of 03/01/98

Hours Worked: Almost all employers offer full-time employment in the occupation of 40 hours per week. Many offer part-time employment averaging 16 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	60%	13%	0%
Dental Insurance	53%	7%	0%
Vision Insurance	47%	0%	0%
Life Insurance	60%	0%	0%
Sick Leave	67%	0%	0%
Vacation	73%	0%	0%
Retirement Plan	67%	0%	0%
Child Care	0%	0%	0%

\*Percentage is based on 15 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

The Job Market for: **Library Technical Assistants**  
 Experienced applicants: Moderately Competitive  
 Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, in-house promotion or transfer, and current employee referrals.

**Employer Responses:** 15 employers, representing 30 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1995 TO 2002

**Size of Employment:** 60 - 70 (Small)

**Gender:** Employers responding indicate 7% of workers are male, 93% are female.

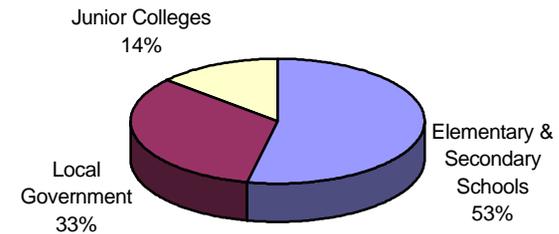
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1995 TO 2002

New jobs through 2002:	10
<u>Separations to 2002:</u>	10
Total Openings:	20

**Growth Trends:** The new job growth rate for this occupation is 16.7%, which is growing much faster than the average job growth rate of 7.7% for all occupations in the consortium. Almost all employers project their firm's employment in this occupation to remain stable over the next two years.

## Where The Jobs Are



## OTHER INFORMATION:

**Alternate Job Titles:** Library Assistant

**Related DOT Code:** 100.367-010, 100.367-014, 100.367-018, 100.367-022, 100.367-026, 100.387-010

**Promotional Opportunities:** May be promoted to library assistant II, and librarian positions

**Turnover:** Among employers surveyed, the rate is 16.7% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Many employers responding indicate their employees are unionized.

**TELLERS**

**OES 531020**

Tellers receive and pay out money, and keep records of money and negotiable instruments involved in various financial institutions' transactions.

**EMPLOYER REQUIREMENTS**

Education and Training: Almost all employers report they require a high school diploma or equivalent. Of those surveyed, none indicates a requirement or preference for prior vocational or technical training.

Experience: Most employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 12 months of experience as a teller, cashier, customer service representative, or other cash handling experience.

Skills and Qualifications:

- Able to use mathematics to solve problems
- Able to actively look for ways to help people
- Able to talk to others to effectively convey information
- Able to be aware of others' reactions and understand why they react the way they do
- Able to listen to what others are saying and ask questions as appropriate
- Able to understand written sentences and paragraphs in work documents
- Able to identify the nature of problems
- Able to communicate effectively with others in writing as indicated by the needs of the audience
- Able to perform routine, repetitive work
- Able to stand continuously for 2 or more hours
- Willingness to work with close supervision
- Alphabetic and numeric filing skills
- Basic computer software skills

**WAGES AND BENEFITS**

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.50 - 8.50	\$7.49
New Hires, W/ Experience	\$7.50 - 9.50	\$8.33
After Three Years W/ Firm	\$8.00 - 11.00	\$9.67

\*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

Hours Worked: Many Tellers work part-time at an average of 25 hours per week. Some work full-time averaging 40 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid		Shared Cost		Employee Pays All	
	FT	PT	FT	PT	FT	PT
Medical Insurance	7%	13%	53%	73%	0%	7%
Dental Insurance	7%	13%	53%	73%	0%	7%
Vision Insurance	7%	13%	33%	47%	7%	13%
Life Insurance	27%	40%	20%	27%	7%	20%
Sick Leave	53%	80%	0%	7%	0%	0%
Vacation	60%	87%	0%	7%	0%	0%
Retirement Plan	7%	0%	40%	60%	0%	13%
Child Care	0%	0%	0%	7%	7%	7%

\*Percentage is based on 15 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

The Job Market for: **Tellers**  
Experienced applicants: Moderately Competitive  
Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: current employee referrals, newspaper ads, and in-house promotion or transfer.

**Employer Responses:** 15 employers, representing 117 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

**Size of Employment:** 290 (Large)

**Gender:** Employers responding indicate 14% of workers are male, 86% are female.

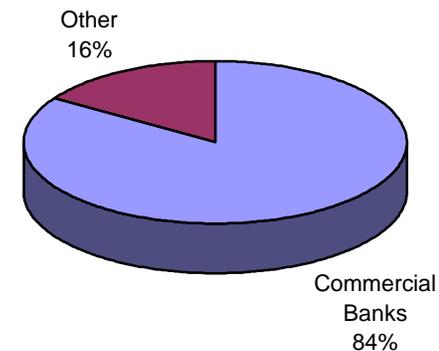
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	0
<u>Separations to 2006:</u>	90
Total Openings:	90

**Growth Trends:** The new job growth rate for this occupation is 0%, indicating growth remains stable relative to the average job growth rate of 9.1% for all occupations in the consortium. Most employers project their firm's employment in this occupation to remain stable over the next two years. Some expect growth over this period.

## WHERE THE JOBS ARE



## OTHER INFORMATION:

**Alternate Job Titles:** Financial Service Representative, Member Service Representative, Customer Service Teller

**Related DOT Code:** 211.362-014, 211.362-018, 211.382-010, 219.462-010

**Promotional Opportunities:** May be promoted to senior teller, vault teller, new accounts, loan officer, operations officer, branch supervisor, or manager

**Turnover:** Among employers surveyed, the rate is 21.4% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** No. Employers responding indicate no unionization for this occupation.

**TIRE REPAIRERS AND CHANGERS**

**OES 859530**

Tire Repairers and Changers repair and replace tires, tubes, treads, and related products on automobiles, buses, trucks, and other vehicles. Their duties include mounting tires on wheels, balancing tires and wheels, and testing and repairing damaged tires and inner tubes. Includes only employees who primarily repair and change tires.

**EMPLOYER REQUIREMENTS**

Education and Training: Most employers report they require a high school diploma or equivalent. Few indicate they require vocational or technical training prior to hire.

Experience: Many employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 24 months of tire repairing and changing, mechanical, or automotive experience.

Skills and Qualifications:

- Able to repair machines or systems using the needed tools
- Able to determine the kind of tools and equipment needed to do a job
- Able to control operations of equipment or systems
- Able to identify the nature of problems
- Able to install equipment, machines, wiring, or programs to meet specifications
- Able to conduct tests to determine whether equipment, software, or procedures are operating as expected
- Able to inspect and evaluate the quality of products
- Able to perform routine maintenance and determine when and what kind of maintenance is needed
- Able to lift at least 100 pounds repeatedly
- Able to apply sales techniques
- Able to work independently
- Possession of a valid driver's license
- Public contact skills

**WAGES AND BENEFITS**

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.25 - 9.00	\$7.00
New Hires, W/ Experience	\$6.25 - 9.00	\$8.00
After Three Years W/ Firm	\$7.00 - 14.10	\$10.00

\*Wages reflect economic situation subsequent to state minimum wage change of 01/01/01.

Hours Worked: Almost all Tire Repairers and Changers work full-time at an average of 40 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	27%	20%	0%
Dental Insurance	13%	20%	7%
Vision Insurance	7%	20%	0%
Life Insurance	27%	13%	0%
Sick Leave	27%	0%	0%
Vacation	93%	0%	0%
Retirement Plan	20%	27%	0%
Child Care	0%	7%	0%

\*Percentage is based on 15 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	<b>Insufficient Data</b>	
Moderately Difficult		<b>X</b>
Not Difficult		

The Job Market for: **Tire Repairers and Changers**

Experienced applicants: Insufficient Data

Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: "word of mouth", walk-in applicants, newspaper ads, and current employee referrals.

**Employer Responses:** 15 employers, representing 73 employees in this occupation, supplied the data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

**Size of Employment:** 70 (Small)

**Gender:** Employers responding indicate 99% of workers are male, 1% are female.

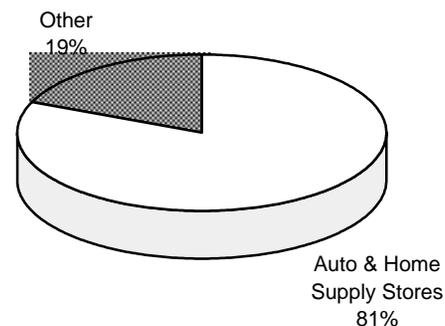
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1999 TO 2006

New jobs through 2006:	0
<u>Separations to 2006:</u>	20
<u>Total Openings:</u>	20

**Growth Trends:** The new job growth rate for this occupation is 0%, indicating growth remains stable relative to the average job growth rate of 9.1% for all occupations in the consortium. Many employers project their firm's employment in this occupation to grow over the next two years. Some anticipate employment to remain stable over this period.

## WHERE THE JOBS ARE



## OTHER INFORMATION:

**Alternate Job Titles:** Tire Repairman, Technical Tire Installer, Technician

**Related DOT Code:** 915.684-010

**Promotional Opportunities:** May be promoted to head mechanic, tire manager, service writer, assistant manager

**Turnover:** Among employers surveyed, the rate is 27.1% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** No. Employers responding indicate no unionization for this occupation.

**TRUCK DRIVERS -- HEAVY OR TRACTOR TRAILER**

**OES 971020**

Heavy or Tractor Trailer Truck Drivers drive tractor-trailer combinations or trucks with a capacity of more than three tons to transport and deliver goods, livestock, or materials in liquid, loose or packaged form. They may be required to unload trucks.

**EMPLOYER REQUIREMENTS**

Education and Training: Most employers report they require a high school diploma or equivalent. Most indicate they require or prefer technical training from a truck driving school prior to hire.

Experience: Almost all employers report they require or prefer work experience in this occupation. They tend to hire applicants with 6 - 36 months of previous truck driving experience.

Skills and Qualifications:

- Able to operate a fork lift
- Able to read invoices
- Record keeping skills
- Able to drive trucks long distances
- Able to load and unload freight
- Able to meet Interstate Commerce Commission requirements
- Possession of a Class A driver's license
- Possession of a Class B driver's license
- Knowledge of local streets
- Able to pass a pre-employment medical examination
- Able to lift at least 75 pounds repeatedly
- Able to work independently
- Possession of a good Department of Motor Vehicles driving record
- Able to read and follow instructions
- Able to read a road map

**WAGES AND BENEFITS**

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$7.19 - 10.00	\$8.60
New Hires, W/ Experience	\$8.00 - 14.38	\$12.00
After Three Years W/ Firm	\$10.50 - 19.18	\$13.00

Hours Worked: Almost all Truck Drivers work full-time averaging 42 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	53%	20%	0%
Dental Insurance	33%	13%	0%
Vision Insurance	27%	13%	0%
Life Insurance	47%	13%	0%
Sick Leave	13%	0%	0%
Vacation	47%	7%	0%
Retirement Plan	40%	7%	0%
Child Care	0%	0%	0%

\*Percentage is based on 15 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		X
Moderately Difficult	X	
Not Difficult		

The Job Market for: **Truck Drivers -- Heavy or Tractor Trailer**  
 Experienced applicants: Moderately Competitive  
 Inexperienced applicants: Not Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: walk-in applicants, newspaper ads, and current employee referrals.

**Employer Responses:** 15 employers, representing 232 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

**Size of Employment:** 780 - 840 (Very Large)

**Gender:** Employers responding indicate 96% of workers are male, 4% are female.

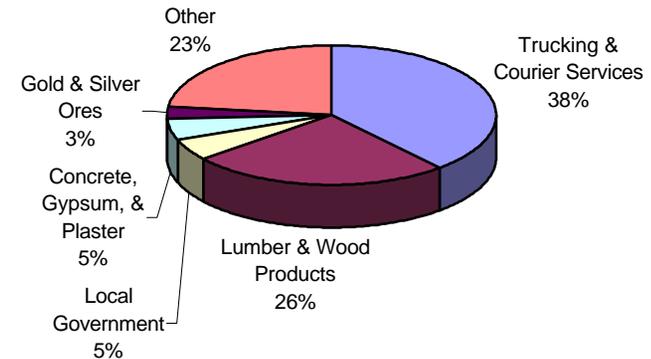
### Projections:

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	60
<u>Separations to 2004:</u>	80
Total Openings:	140

**Growth Trends:** The new job growth rate for this occupation is 7.7%, which is growing at an average rate. The average new job growth rate for all occupations in the consortium is 7.7%. Most employers responding project their firm's employment in this occupation to remain stable over the next two years. Some anticipate growth over this period.

## Where The Jobs Are



## **OTHER INFORMATION:**

**Alternate Job Titles:** Cement Mix Truck Driver, Company Driver

**Related DOT Code:** 900.683-010, 902.683-010, 903.683-018, 904.383-010, 904.683-010, 905.663-010, 905.663-014

**Promotional Opportunities:** May be promoted to dispatcher, supervisor, or manager

**Turnover:** Among employers surveyed, the rate is 17.7% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** No. Employers responding indicate no unionization for this occupation.

**WARD CLERKS**

**NON-OES 245362999**

Ward Clerks prepare, compile and maintain records in nursing units of hospital or medical facilities. They requisition supplies designated by nursing staff, answer telephone and intercom calls, direct visitors to patient's rooms and distribute mail, newspapers and flowers to patients.

**EMPLOYER REQUIREMENTS**

Education and Training: Almost all employers report they require a high school diploma or equivalent.

Experience: Almost all employers report they require or prefer work experience in this occupation. The average length of experience required in the occupation is 13 months. Most employers will accept training as a substitute for experience. The average length of training needed in lieu of experience is 8 months.

Skills and Qualifications:

- Public contact skills
- Telephone answering skills
- Knowledge of office procedures
- Knowledge of medical record terminology
- Ability to operate computers
- Ability to read and follow instructions

**WAGES AND BENEFITS**

<u>Wages:</u>	Non-Union	Union	Non-Union	Union
	<u>Range</u>	<u>Range</u>	<u>Median</u>	<u>Median</u>
New Hires, No Experience	\$5.75 - 8.65	\$7.18 - 8.70	\$7.38	\$7.51
New Hires, W/ Experience	\$5.75 - 9.09	\$7.51 - 14.69	\$8.13	\$8.44
After Three Years W/ Firm	\$6.28 - 12.18	\$7.89 - 17.86	\$9.42	\$9.23

\*Wages reflect economic situation subsequent to state minimum wage change of 03/01/98

Hours Worked: Almost all employers offer full-time employment in the occupation averaging 39 hours per week. Some employers offer part-time employment averaging 20 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	64%	21%	0%
Dental Insurance	64%	21%	0%
Vision Insurance	57%	21%	0%
Life Insurance	50%	14%	0%
Sick Leave	79%	7%	0%
Vacation	71%	7%	7%
Retirement Plan	57%	14%	7%
Child Care	0%	7%	0%

\*Percentage is based on 15 employers responding to this particular question.

## EMPLOYMENT TRENDS

### Supply and Demand:

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

The Job Market for: **Ward Clerks**  
Experienced applicants: Moderately Competitive  
Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, current employee referrals, and the Employment Development Department.

**Employer Responses:** 15 employers, representing 66 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

### Size of Occupation:

EDD PROJECTIONS UNAVAILABLE FOR NON-OES OCCUPATIONS

**Size of Employment:** Unavailable

**Gender:** Employers responding indicate 6% of workers are male, 94% are female.

### Projections:

EDD PROJECTIONS UNAVAILABLE FOR NON-OES OCCUPATIONS

New jobs through 2002: N/A

Separations to 2002: N/A

Total Openings: N/A

### Growth Trends:

EDD PROJECTIONS UNAVAILABLE FOR NON-OES OCCUPATIONS

Almost all employers responding project their firm's employment in this occupation to remain stable over the next two years.

## Where The Jobs Are

General Medical & Surgical Hospitals  
Local Government

Note: Industrial percentage data are unavailable for non-OES occupations.

## OTHER INFORMATION:

**Alternate Job Titles:** Health Record Technician

**Related DOT Code:** Unavailable

**Promotional Opportunities:** May be promoted to secretary, administrative assistant, and various nursing occupations

**Turnover:** Among employers surveyed, the rate is 28.8% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Some employers responding indicate their employees are unionized.

**WELDERS AND CUTTERS**

**OES 939140**

Welders and Cutters use flamecutting, hand, arc, and gas welding equipment, and gas torches, to weld together metal components of such products as pipelines, automobiles, boilers, and ships, or join together components of fabricated sheet metal assemblies, or cut, trim, or scarf metal objects to dimensions as specified by layout, work orders, or blueprints.

**EMPLOYER REQUIREMENTS**

Education and Training: Almost all employers report they require a high school diploma or equivalent prior to hiring an applicant for this occupation. Some indicate they require or prefer technical or vocational training prior to hire. This may take the form of welding school. Employers express a strong preference for workers with prior "hands-on" experience.

Experience: Almost all employers report they require or prefer work experience in this occupation. They tend to hire applicants with 12 - 36 months of previous welding experience.

Skills and Qualifications:

- Able to inspect and evaluate the quality of products
- Able to read blueprints
- Able to read working drawings
- Arc & gas welding skills
- Able to use precision tools and other equipment needed to do a job
- Able to perform routine maintenance and determine when and what type of maintenance is needed
- Able to install equipment, machines, wiring, or programs to meet specifications
- Possession of mechanical aptitude
- Able to use mathematics to solve problems
- Able to work continuously for 2 or more hours
- Able to work in awkward positions
- Able to work independently
- Able to write legibly

**WAGES AND BENEFITS**

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$5.75 - 7.00	\$6.00
New Hires, W/ Experience	\$6.50 - 14.01	\$9.75
After Three Years W/ Firm	\$7.76 - 16.50	\$12.00

Hours Worked: Among employers surveyed, all Welders and Cutters work full-time averaging 40 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	50%	19%	0%
Dental Insurance	31%	13%	0%
Vision Insurance	6%	13%	0%
Life Insurance	31%	19%	0%
Sick Leave	25%	0%	0%
Vacation	75%	6%	0%
Retirement Plan	25%	13%	0%
Child Care	0%	0%	0%

\*Percentage is based on 16 employers responding to this particular question.

**EMPLOYMENT TRENDS**

**Supply and Demand:**

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult	<b>X</b>	<b>X</b>
Moderately Difficult		
Not Difficult		

The Job Market for: **Welders**  
 Experienced applicants: Not Competitive  
 Inexperienced applicants: Not Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: walk-in applicants, newspaper ads, and current employee referrals.

**Employer Responses:** 16 employers, representing 71 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

**Size of Occupation:**

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

**Size of Employment:** 120 - 140 (Medium)

**Gender:** Employers responding indicate 100% of workers are male, 0% are female.

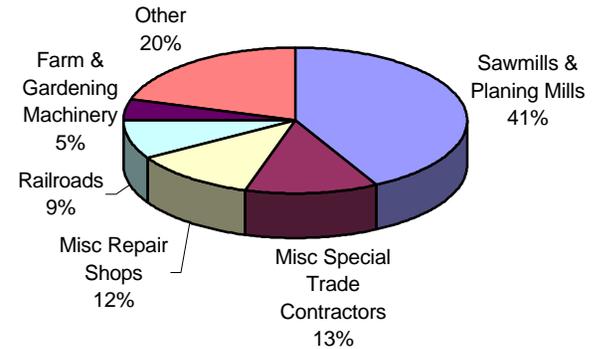
**Projections:**

EDD OCCUPATIONAL PROJECTIONS -- 1997 TO 2004

New jobs through 2004:	20
<u>Separations to 2004:</u>	20
Total Openings:	40

**Growth Trends:** The new job growth rate for this occupation is 16.7%, which is growing much faster than the average job growth rate of 7.7% for all occupations in the consortium. Almost all employers project their firm's employment in this occupation to remain stable over the next two years. A few expect growth over this period.

**Where The Jobs Are**



**OTHER INFORMATION:**

**Alternate Job Titles:** Fabricator, Millwright

**Related DOT Code:** 810.384-014, 811.684-014, 819.361-010, 819.361-014, 819.384-010, 819.684-010, 810.384-010

**Promotional Opportunities:** May be promoted to lead welder, supervisor, millwright, or manager

**Turnover:** Among employers surveyed, the rate is 15.5% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** No. Employers responding indicate no unionization for this occupation.

**WELFARE ELIGIBILITY WORKERS AND INTERVIEWERS**

**OES 535020**

Welfare Eligibility Workers and Interviewers interview and investigate applicants and recipients to determine eligibility for use of social programs and agency resources. Their duties include recording and evaluating personal and financial data obtained from individuals; initiating procedures to grant, modify, deny, or terminate eligibility for various aid programs; authorizing amount of grants; and preparing reports. These workers generally receive specialized training and assist Social Service Caseworkers.

**EMPLOYER REQUIREMENTS**

Education and Training: Almost all employers report they require at least a high school diploma or equivalent. A few indicate they require an associate's degree.

Experience: Most employers report they require or prefer work experience in this occupation. The average length of experience required in the occupation is 10 months. Almost all employers will accept training as a substitute for experience. The average length of training needed in lieu of experience is 14 months.

Skills and Qualifications:

- Record keeping skills
- Basic computer skills
- Knowledge of a variety of cultures
- Knowledge of alphabetic and numeric filing systems
- Ability to interview others for information
- Ability to work under pressure

**WAGES AND BENEFITS**

<u>*Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience	\$6.83 - 9.48	\$8.48
New Hires, W/ Experience	\$7.45 - 10.47	\$8.90
After Three Years W/ Firm	\$8.25 - 12.00	\$10.10

\*Wages reflect economic situation subsequent to state minimum wage change of 03/01/98

Hours Worked: All employers responding offer full-time employment in the occupation averaging 40 hours per week.

Benefits (% of Employers\* Offering Benefits):

	Employer Paid	Shared Cost	Employee Pays All
Medical Insurance	13%	88%	0%
Dental Insurance	13%	88%	0%
Vision Insurance	0%	75%	0%
Life Insurance	25%	50%	13%
Sick Leave	63%	38%	0%
Vacation	88%	13%	0%
Retirement Plan	63%	38%	0%
Child Care	0%	0%	13%

\*Percentage is based on 7 employers responding to this particular question.

**EMPLOYMENT TRENDS**

**Supply and Demand:**

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Very Difficult		
Moderately Difficult	X	X
Not Difficult		

The Job Market for: **Welfare Eligibility Workers & Interviewers**  
 Experienced applicants: Moderately Competitive  
 Inexperienced applicants: Moderately Competitive

**Recruitment Methods:** The most successful methods used in recruiting new employees include: newspaper ads, in-house promotion or transfer, and current employee referrals.

**Employer Responses:** 7 employers, representing 142 employees in this occupation, supplied data used in developing the analysis of this occupational profile.

**Size of Occupation:**

EDD OCCUPATIONAL PROJECTIONS -- 1995 TO 2002

**Size of Employment:** 70 - 90 (Small)

**Gender:** Employers responding indicate 15% of workers are male, 85% are female.

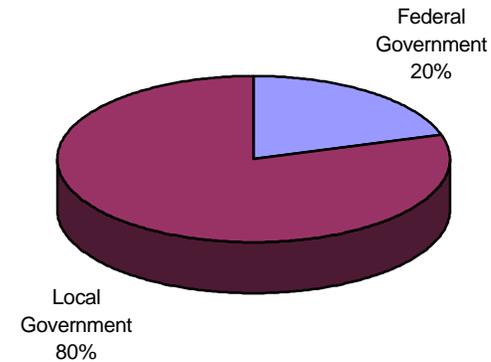
**Projections:**

EDD OCCUPATIONAL PROJECTIONS -- 1995 TO 2002

New jobs through 2002:	20
<u>Separations to 2002:</u>	10
Total Openings:	30

**Growth Trends:** The new job growth rate for this occupation is 28.6%, which is growing much faster than the average job growth rate of 7.7% for all occupations in the consortium. Almost all employers project their firm's employment in this occupation to remain stable over the next two years.

**Where The Jobs Are**



**OTHER INFORMATION:**

**Alternate Job Titles:** Benefits Assistance Counselor

**Related DOT Code:** 168.267-038, 195.267-010

**Promotional Opportunities:** May be promoted to eligibility worker II & III, supervisor, and social worker

**Turnover:** Among employers surveyed, the rate is 16.2% for employees in this occupation over the past 12 months.

**Union/Collective Bargaining:** Yes. Almost all employers responding indicate their employees are unionized.

**NoRTEC OCCUPATIONS WITH GREATEST ABSOLUTE JOB GROWTH, 1999 - 2006**

OCCUPATIONAL TITLE	ANNUAL AVERAGES		ABSOLUTE CHANGE	PERCENT CHANGE
	1999	2006		
Correction Officers, Jailers	1,830	2,290	460	25.1%
Cashiers	2,160	2,520	360	16.7%
Amusement, Recreation Attendants	320	590	270	84.4%
Salespersons, Retail	1,740	1,990	250	14.4%
Registered Nurses	920	1,060	140	15.2%
Police Patrol Officers	610	730	120	19.7%
General Managers, Top Executives	1,110	1,220	110	9.9%
Teacher Aides, Paraprofessional	960	1,070	110	11.5%
General Office Clerks	1,180	1,290	110	9.3%
Waiters And Waitresses	1,090	1,170	80	7.3%
Laborers, Landscaping/Groundskeeping	460	540	80	17.4%
Carpenters	440	510	70	15.9%
Nurses Aides, Orderlies, Attendants	430	490	60	14.0%
Maids And Housekeeping Cleaners	450	510	60	13.3%
Truck Drivers, Heavy	660	720	60	9.1%
Truck Drivers, Light	460	520	60	13.0%
Receptionists, Information Clerks	450	500	50	11.1%
Maintenance Repairers, General Utility	690	740	50	7.2%
Computer Support Specialists	80	120	40	50.0%
Teachers -- Secondary School	620	660	40	6.5%
Teachers -- Special Education	330	370	40	12.1%
Cooks -- Restaurant	410	450	40	9.8%
Combined Food Preparation & Service	770	810	40	5.2%
Home Health Care Workers	130	170	40	30.8%
Automotive Mechanics	370	410	40	10.8%
Compliance Officers And Enforcement Inspectors	250	280	30	12.0%
Biological Scientists	110	140	30	27.3%
Systems Analysts - Electronic Data Processing	90	120	30	33.3%
Teacher, Preschool	210	240	30	14.3%
Sales Reps, Non-Scientific	320	350	30	9.4%
Counter And Rental Clerks	170	200	30	17.6%
Teacher Aides & Educational Assistants, Clerical	280	310	30	10.7%
Food Preparation Workers	630	660	30	4.8%
Dental Assistants	170	200	30	17.6%
Medical Assistants	100	130	30	30.0%

**NonTEC OCCUPATIONS WITH FASTEST JOB GROWTH RATE, 1999 - 2006**

OCCUPATIONAL TITLE	ANNUAL AVERAGES		ABSOLUTE CHANGE	PERCENT CHANGE
	1999	2006		
Amusement, Recreation Attendants	320	590	270	84.4%
Computer Support Specialists	80	120	40	50.0%
Systems Analysts -- Electronic Data Processing	90	120	30	33.3%
Home Health Care Workers	130	170	40	30.8%
Medical Assistants	100	130	30	30.0%
Biological Scientists	110	140	30	27.3%
Corrections Officers, Jailers	1,830	2,290	460	25.1%
Hotel Desk Clerks	80	100	20	25.0%
Medicine, Health Services Mgrs	90	110	20	22.2%
Assemblers, Fabricators - Ex Machine, Electronic	140	170	30	21.4%
Adjustment Clerks	100	120	20	20.0%
Packaging, Filling Mach Operators, Tenders	100	120	20	20.0%
Police Patrol Officers	610	730	120	19.7%
Social Workers - Medical, Psychiatric	110	130	20	18.2%
First - Line Sup/Mgr -- Construction	110	130	20	18.2%
Counter And Rental Clerks	170	200	30	17.6%
Dental Assistants	170	200	30	17.6%
Laborers, Landscaping/Groundskeeping	460	540	80	17.4%
Cashiers	2,160	2,520	360	16.7%
Dental Hygienists	120	140	20	16.7%
Bakers -- Bread And Pastry	120	140	20	16.7%
Carpenters	440	510	70	15.9%
Registered Nurses	920	1,060	140	15.2%
Salespersons, Retail	1,740	1,990	250	14.4%
Teachers, Preschool	210	240	30	14.3%
Nurses Aides, Orderlies, Attendants	430	490	60	14.0%
Maids And Housekeeping Cleaners	450	510	60	13.3%
Hosts, Hostesses -- Restaurants	150	170	20	13.3%
Truck Drivers -- Light	460	520	60	13.0%
Physicians And Surgeons	160	180	20	12.5%
Guards And Watch Guards	160	180	20	12.5%
Water Treatment Plant Operators	160	180	20	12.5%
Teachers -- Special Education	330	370	40	12.1%
Compliance Officers And Enforcement Inspectors	250	280	30	12.0%
Human Services Workers	170	190	20	11.8%

*2001 - 2002*

***NORTHERN RURAL TRAINING & EMPLOYMENT  
CONSORTIUM (NoRTEC)***

***TRAINING***

***DIRECTORY***

## ***OVERVIEW***

The *2001/2002 Northern Rural Training & Employment Consortium (NoRTEC) Training Directory* is produced as part of the statewide CCOIS. The development of this directory is through a cooperative effort between the Butte County Private Industry Council, the Labor Market Information Division of the State of California Employment Development Department, and the California Occupational Information Coordinating Committee (COICC).

The COICC is an interagency committee created by federal and state law to promote the development, distribution and use of occupational, labor market and career information. The COICC also supports training to enhance the skills of those in the career development and workforce preparation communities. Its primary responsibility is to coordinate the development of an occupational information system that will serve the needs of vocational education, employment and training programs and career guidance. Additionally, the COICC facilitates coordination and communication among and between the developers and users of occupational information.

The purpose of this directory is to provide basic information on the training programs available to residents of Del Norte, Lassen, Modoc, Plumas, Siskiyou, Tehama, and Trinity Counties. Unless otherwise noted, the programs listed are those which prepare persons for entry into one or more specific occupations.

The Employment Development Department (EDD) does not endorse the schools listed in the California Training and Education Provider (CTEP). Please note that training programs may change frequently and we recommend contacting the schools to verify the information listed in the profile. Please contact us if there are additional programs that should be included in future editions of this directory.

## ***HOW CAN I USE THIS DIRECTORY?***

The data in this directory is intended for use by various workforce development agencies, training providers, organizations, and individuals. Some of the ways in which this directory can be used are as follows:

- It can be used as a reliable reference resource for career and vocational training programs available throughout the NoRTEC Consortium.
- It can be used by employers interested in finding skilled workers or in search of training programs for new or current employees.
- Counselors and employment training professionals can use this directory to assist individuals in selecting training programs that meet their individual goals and needs.

## **LOCAL TRAINING PROVIDERS**

Training is provided in the consortium for the following occupations that were surveyed in program years 1999, 2000, and 2001. Please refer to updated course catalogs or contact providers directly for current information. Information about the training programs may be found on the following page

Accounts and Auditors	College of the Siskiyous
Administrative Service Managers	College of the Siskiyous
Automotive Mechanics	Del Norte Regional Occupational Program Lassen Community College Lassen County Regional Occupational Program Modoc County Regional Occupational Program Plumas/Sierra County Regional Occupational Program Siskiyou Regional Occupational Program Tehama County Regional Occupational Program
Bookkeeping, Accounting, and Auditing Clerks	College of The Redwoods Lassen County Regional Occupational Program Northstate Business College Plumas/Sierra County Regional Occupational Program
Bus Drivers, School	Foster Elite Truck Driving School Plumas/Sierra County Regional Occupational Program
Cashiers	Lassen County Regional Occupational Program
Child Care Workers	Lassen Community College
Computer Support Specialists	Siskiyou Regional Occupational Program
Customer Service Representatives, Utilities	Modoc County Regional Occupational Program
Firefighters	Lassen Community College
General Office Clerks	Feather River College Learning Centers of Tehama County

	Modoc County Regional Occupational Program Northstate Business College Tehama County Regional Occupational Program
Human Services Workers	College of the Siskiyous Lassen Community College
Laborers, Landscaping and Groundskeeping	Siskiyou Regional Occupational Program
Licensed Vocational Nurses	College of the Redwoods College of the Siskiyous
Machinists	Lassen Community College
Medical Assistants	Northstate Business College
Order Clerks, Materials, Merchandise, and Service	Feather River College Learning Centers of Tehama County Modoc County Regional Occupational Program Northstate Business College Tehama County Regional Occupational Program
Order Fillers, Wholesale and Retail Sales	Feather River College Learning Centers of Tehama College Modoc County Regional Occupational Program Northstate Business College Tehama County Regional Occupational Program
Personal and Home Care Aides	Lassen Community College
Receptionists and Information Clerks	Feather River College Learning Centers of Tehama County Modoc County Regional Occupational Program Northstate Business College Tehama County Regional Occupational Program
Recreation Workers	Feather River College Lassen Community College
Residential Counselors	Lassen Community College

Salespersons, Parts	Lassen County Regional Occupational Program
Sheriffs and Deputy Sheriffs	Lassen Community College
Social Workers, Except Medical and Psychiatric	College of the Siskiyous
Systems Analysts, Electronic Data Processing	Business Connections College of the Siskiyous Del Norte Regional Occupational Program Lassen County Regional Occupational Program Learning Centers of Tehama County Northstate Business College Plumas/Sierra County Regional Occupational Program Tehama County Regional Occupational Program
Teachers, Preschool	Lassen Community College
Teachers, Special Education	Feather River College
Truck Drivers, Heavy or Tractor-Trailer	Foster Elite Truck Driving School Plumas/Sierra County Regional Occupational Program
Welders and Cutters	College of the Siskiyous Lassen Community College Plumas/Sierra County Regional Occupational Program Siskiyou Regional Occupational Program
Welfare Eligibility Workers and Interviewers	College of the Siskiyous

**Provider:** BUSINESS CONNECTIONS  
**Physical Address:** 810 MAIN STREET  
RED BLUFF, CA 96080  
**School Type:** Proprietary (Private) Business and Technical Schools  
**Phone:** (530) 527-6229  
**Fax:** (530) 527-6260  
**Internet/URL:** <http://www.bcconnects.com>  
**Email:** business@tehama.net

**Financial Aid:** No  
**Veteran Approved:** No  
**Job Placement:** Yes  
**Career Development:** No  
**Counseling:** No  
**Child Care:** No  
**Open Entry/Open Exit:** Yes  
**Distance Learning:** No  
**English as a Second Language:** No  
**Doctorate Degree:** No  
**Master Degree:** No  
**Bachelor Degree:** No  
**Associate Degree:** No  
**Certificate:** Yes  
**Diploma:** No

**Occupational** 251020 SYSTEMS ANALYSTS, ELECTRONIC DATA PROCESSING  
**Training Program(s):**  
Computer and Information Sciences, General

**Provider:** COLLEGE OF THE REDWOODS  
**Physical Address:** 883 W. WASHINGTON BLVD.  
CRESCENT CITY, CA 95531  
**School Type:** Community Colleges  
**Phone:** (707) 465-2300  
**Fax:** (707) 464-6867  
**Internet/URL:** <http://delnorte.redwoods.cc.ca.us>  
**Email:** Not Applicable

**Financial Aid:** Yes  
**Veteran Approved:** Yes  
**Job Placement:** Yes  
**Career Development:** Yes  
**Counseling:** Yes  
**Child Care:** No  
**Open Entry/Open Exit:** No  
**Distance Learning:** No  
**English as a Second Language:** No  
**Doctorate Degree:** No  
**Master Degree:** No  
**Bachelor Degree:** No  
**Associate Degree:** Yes  
**Certificate:** Yes  
**Diploma:** No

**Occupational** 553380 BOOKKEEPING, ACCOUNTING, AND AUDITING CLERKS  
**Training Program(s):**  
Accounting Technician

**Occupational** 325050 LICENSED VOCATIONAL NURSES  
**Training Program(s):**  
Practical Nurse (LVN Training)

**Occupational** 251020 SYSTEMS ANALYSTS, ELECTRONIC DATA PROCESSING  
**Training Program(s):**  
Computer and Information Sciences, General

**Provider:** COLLEGE OF THE SISKIYOU  
**Physical Address:** 800 COLLEGE AVENUE  
 WEED, CA 96094-2899  
**School Type:** Community Colleges  
  
**Phone:** (530) 938-4461  
**Fax:** (530) 938-5227  
**Internet/URL:** <http://www.siskiyous.edu/>  
**Email:** pio@siskiyous.edu

<b>Financial Aid:</b>	Yes	<b>Doctorate Degree:</b>	No
<b>Veteran Approved:</b>	Yes	<b>Master Degree:</b>	No
<b>Job Placement:</b>	No	<b>Bachelor Degree:</b>	No
<b>Career Development:</b>	Yes	<b>Associate Degree:</b>	Yes
<b>Counseling:</b>	Yes	<b>Certificate:</b>	Yes
<b>Child Care:</b>	Yes	<b>Diploma:</b>	No
<b>Open Entry/Open Exit:</b>	Yes		
<b>Distance Learning:</b>	Yes		
<b>English as a Second Language:</b>	Yes		

**Occupational** 211140 ACCOUNTANTS AND AUDITORS  
**Training Program(s):**  
 Accounting

**Occupational** 130140 ADMINISTRATIVE SERVICES MANAGERS  
**Training Program(s):**  
 Business Administration and Management, General

**Occupational** 273080 HUMAN SERVICES WORKERS  
**Training Program(s):**  
 Alcohol/Drug Abuse Counseling

**Occupational** 325050 LICENSED VOCATIONAL NURSES  
**Training Program(s):**  
 Practical Nurse (LVN Training)

**Occupational** 273050 SOCIAL WORKERS, EXCEPT MEDICAL AND PSYCHIATRIC  
**Training Program(s):**  
 Social Work

**Occupational** 251020 SYSTEMS ANALYSTS, ELECTRONIC DATA PROCESSING  
**Training Program(s):**  
 Computer and Information Sciences, General

**Occupational** 939140 WELDERS AND CUTTERS  
**Training Program(s):**  
 Welder/Welding Technologist

**Occupational** 535020 WELFARE ELIGIBILITY WORKERS AND INTERVIEWERS  
**Training Program(s):**  
 Social Work

**Provider:** DEL NORTE ROP  
**Physical Address:** 301 W. WASHINGTON BLVD.  
 CRESCENT CITY, CA 95531  
**School Type:** Secondary Schools with Occupational Programs (ROP and vocational/occupational education)  
**Phone:** (707) 464-0780  
**Fax:** (707) 464-0295  
**Internet/URL:** <http://www.delnorte.k12.ca.us/>  
**Email:** lfugate@delnorte.k12.ca.us

**Financial Aid:** No  
**Veteran Approved:** No  
**Job Placement:** No  
**Career Development:** Yes  
**Counseling:** Yes  
**Child Care:** No  
**Open Entry/Open Exit:** Yes  
**Distance Learning:** Yes  
**English as a Second Language:** No  
**Doctorate Degree:** No  
**Master Degree:** No  
**Bachelor Degree:** No  
**Associate Degree:** No  
**Certificate:** Yes  
**Diploma:** No

**Occupational** 853020 AUTOMOTIVE MECHANICS  
**Training Program(s):**  
 Auto/Automotive Mechanic/Technician

**Occupational** 251020 SYSTEMS ANALYSTS, ELECTRONIC DATA PROCESSING  
**Training Program(s):**  
 Computer and Information Sciences, General

**Provider:** FEATHER RIVER COLLEGE  
**Physical Address:** 570 GOLDEN EAGLE AVENUE  
 QUINCY, CA 95971-6023  
**School Type:** Community Colleges  
**Phone:** (530) 283-0202  
**Fax:** (530) 283-3757  
**Internet/URL:** <http://www.frcc.cc.ca.us>  
**Email:** info@frcc.cc.ca.us

**Financial Aid:** Yes  
**Veteran Approved:** Yes  
**Job Placement:** Yes  
**Career Development:** Yes  
**Counseling:** Yes  
**Child Care:** Yes  
**Open Entry/Open Exit:** Yes  
**Distance Learning:** No  
**English as a Second Language:** No  
**Doctorate Degree:** No  
**Master Degree:** No  
**Bachelor Degree:** No  
**Associate Degree:** Yes  
**Certificate:** Yes  
**Diploma:** No

**Occupational** 553470 GENERAL OFFICE CLERKS  
**Training Program(s):**  
 General Office/Clerical and Typing Services

**Occupational** 553230 ORDER CLERKS, MATERIALS, MERCHANDISE, AND SERVICE  
**Training Program(s):**  
 General Office/Clerical and Typing Services

**Occupational** 580260 ORDER FILLERS, WHOLESALE AND RETAIL SALES  
**Training Program(s):**  
 General Office/Clerical and Typing Services

**Occupational** 553050 RECEPTIONISTS AND INFORMATION CLERKS

**Training Program(s):**  
 General Office/Clerical and Typing Services

**Occupational** 273110 RECREATION WORKERS

**Training Program(s):**  
 Health and Physical Education, General  
 Parks, Recreation and Leisure Facilities Management

**Occupational** 313110 TEACHERS, SPECIAL EDUCATION

**Training Program(s):**  
 Special Education, General

**Provider:** FOSTER ELITE TRUCK DRIVING SCHOOL  
**Physical Address:** 1450 SCHWAB STREET SUITE A  
 RED BLUFF, CA 96080  
**School Type:** Proprietary (Private) Business and Technical Schools

**Phone:** (800) 927-3535  
**Fax:** (530) 527-5427  
**Internet/URL:** [not applicable](#)  
**Email:** fosterelite@tco.net

**Financial Aid:** Yes  
**Veteran Approved:** Yes  
**Job Placement:** Yes  
**Career Development:** No  
**Counseling:** Yes  
**Child Care:** No  
**Open Entry/Open Exit:** No  
**Distance Learning:** No  
**English as a Second Language:** No

**Doctorate Degree:** No  
**Master Degree:** No  
**Bachelor Degree:** No  
**Associate Degree:** No  
**Certificate:** Yes  
**Diploma:** No

**Occupational** 971110 BUS DRIVERS, SCHOOL

**Training Program(s):**  
 Truck, Bus and Other Commercial Vehicle Operator

**Occupational** 971020 TRUCK DRIVERS, HEAVY OR TRACTOR-TRAILER

**Training Program(s):**  
 Truck, Bus and Other Commercial Vehicle Operator

**Provider:** LASSEN COMMUNITY COLLEGE  
**Physical Address:** HIGHWAY 139  
 SUSANVILLE, CA 9613-3000  
**School Type:** Community Colleges

**Phone:** (530) 257-6181  
**Fax:** (530) 257-8964  
**Internet/URL:** <http://www.lassen.cc.ca.us>  
**Email:** lkennedy@lassen.cc.ca.us

**Financial Aid:** Yes  
**Veteran Approved:** Yes  
**Job Placement:** Yes  
**Career Development:** Yes  
**Counseling:** Yes  
**Child Care:** Yes  
**Open Entry/Open Exit:** No  
**Distance Learning:** Yes  
**English as a Second Language:** Yes

**Doctorate Degree:** No  
**Master Degree:** No  
**Bachelor Degree:** No  
**Associate Degree:** Yes  
**Certificate:** Yes  
**Diploma:** No

**Occupational** 853020 AUTOMOTIVE MECHANICS

**Training Program(s):**

Auto/Automotive Mechanic/Technician

**Occupational** 680380 CHILD CARE WORKERS

**Training Program(s):**

Child Care and Guidance Workers and Managers, General

**Occupational** 630080 FIREFIGHTERS

**Training Program(s):**

Fire Science/Firefighting

**Occupational** 273080 HUMAN SERVICES WORKERS

**Training Program(s):**

Alcohol/Drug Abuse Counseling

**Occupational** 891080 MACHINISTS

**Training Program(s):**

Machinist/Machine Technologist

**Occupational** 680350 PERSONAL AND HOME CARE AIDES

**Training Program(s):**

Child Care and Guidance Workers and Managers, General

**Occupational** 273110 RECREATION WORKERS

**Training Program(s):**

Parks, Recreation, Leisure and Fitness Studies, Other

Health and Physical Education/Fitness, Other

Child Care and Guidance Workers and Managers, General

**Occupational** 273070 RESIDENTIAL COUNSELORS

**Training Program(s):**

Child Care and Guidance Workers and Managers, General

**Occupational** 630320 SHERIFFS AND DEPUTY SHERIFFS

**Training Program(s):**

Law Enforcement/Police Science

**Occupational** 313030 TEACHERS, PRESCHOOL

**Training Program(s):**

Child Care and Guidance Workers and Managers, General

**Occupational** 939140 WELDERS AND CUTTERS

**Training Program(s):**

Welder/Welding Technologist

**Provider:** LASSEN COUNTY ROP  
**Physical Address:** 472-013 JOHNSTONVILLE ROAD NO.  
 SUSANVILLE, CA 96130  
**School Type:** Secondary Schools with Occupational Programs (ROP and vocational/occupational education)  
**Phone:** (530) 257-7214  
**Fax:** (530) 257-2518  
**Internet/URL:** [not applicable](#)  
**Email:** not applicable

**Financial Aid:** No  
**Veteran Approved:** No  
**Job Placement:** No  
**Career Development:** No  
**Counseling:** No  
**Child Care:** No  
**Open Entry/Open Exit:** No  
**Distance Learning:** No  
**English as a Second Language:** No  
**Doctorate Degree:** No  
**Master Degree:** No  
**Bachelor Degree:** No  
**Associate Degree:** No  
**Certificate:** Yes  
**Diploma:** No

**Occupational** 853020 AUTOMOTIVE MECHANICS  
**Training Program(s):**  
 Auto/Automotive Mechanic/Technician

**Occupational** 553380 BOOKKEEPING, ACCOUNTING, AND AUDITING CLERKS  
**Training Program(s):**  
 Accounting Technician

**Occupational** 490230 CASHIERS  
**Training Program(s):**  
 General Retailing Operations

**Occupational** 490140 SALESPERSONS, PARTS  
**Training Program(s):**  
 General Retailing Operations

**Occupational** 251020 SYSTEMS ANALYSTS, ELECTRONIC DATA PROCESSING  
**Training Program(s):**  
 Computer and Information Sciences, General

**Provider:** LEARNING CENTER OF TEHAMA COUNTY  
**Physical Address:** 20 ANTELOPE BLVD.  
 RED BLUFF, CA 96080  
**School Type:** Public Adult Schools with Occupational Programs  
**Phone:** (530) 527-0188  
**Fax:** (530) 527-0273  
**Internet/URL:** <http://www.lctconline.net>  
**Email:** [lctc@snowcrest.net](mailto:lctc@snowcrest.net)

**Financial Aid:** Yes  
**Veteran Approved:** No  
**Job Placement:** No  
**Career Development:** Yes  
**Counseling:** Yes  
**Child Care:** No  
**Open Entry/Open Exit:** Yes  
**Distance Learning:** Yes  
**English as a Second Language:** Yes  
**Doctorate Degree:** No  
**Master Degree:** No  
**Bachelor Degree:** No  
**Associate Degree:** No  
**Certificate:** Yes  
**Diploma:** No

**Occupational** 553470 GENERAL OFFICE CLERKS

**Training Program(s):**  
 General Office/Clerical and Typing Services

**Occupational** 553230 ORDER CLERKS, MATERIALS, MERCHANDISE, AND SERVICE

**Training Program(s):**  
 General Office/Clerical and Typing Services

**Occupational** 580260 ORDER FILLERS, WHOLESALE AND RETAIL SALES

**Training Program(s):**  
 General Office/Clerical and Typing Services

**Occupational** 553050 RECEPTIONISTS AND INFORMATION CLERKS

**Training Program(s):**  
 General Office/Clerical and Typing Services

**Occupational** 251020 SYSTEMS ANALYSTS, ELECTRONIC DATA PROCESSING

**Training Program(s):**  
 Computer and Information Sciences, General

**Provider:** LEARNING CENTER OF TEHAMA COUNTY  
**Physical Address:** 315 MARIN STREET  
 CORNING, CA 96021  
**School Type:** Public Adult Schools with Occupational Programs

**Phone:** (530) 527-0188  
**Fax:** (530) 527-0273  
**Internet/URL:** <http://www.lctconline.net>  
**Email:** <mailto:lctc@snowcrest.net>

<b>Financial Aid:</b>	Yes	<b>Doctorate Degree:</b>	No
<b>Veteran Approved:</b>	No	<b>Master Degree:</b>	No
<b>Job Placement:</b>	No	<b>Bachelor Degree:</b>	No
<b>Career Development:</b>	Yes	<b>Associate Degree:</b>	No
<b>Counseling:</b>	Yes	<b>Certificate:</b>	No
<b>Child Care:</b>	No	<b>Diploma:</b>	No
<b>Open Entry/Open Exit:</b>	Yes		
<b>Distance Learning:</b>	Yes		
<b>English as a Second Language:</b>	No		

**Occupational** 553470 GENERAL OFFICE CLERKS

**Training Program(s):**  
 General Office/Clerical and Typing Services

**Occupational** 553230 ORDER CLERKS, MATERIALS, MERCHANDISE, AND SERVICE

**Training Program(s):**  
 General Office/Clerical and Typing Services

**Occupational** 580260 ORDER FILLERS, WHOLESALE AND RETAIL SALES

**Training Program(s):**  
 General Office/Clerical and Typing Services

**Occupational** 553050 RECEPTIONISTS AND INFORMATION CLERKS

**Training Program(s):**  
 General Office/Clerical and Typing Services

**Occupational** 251020 SYSTEMS ANALYSTS, ELECTRONIC DATA PROCESSING

**Training Program(s):**

Computer and Information Sciences, General

**Provider:** MODOC COUNTY ROP

**Physical Address:** 139 HENDERSON STREET

ALTURAS, CA 96101

**School Type:** Secondary Schools with Occupational Programs (ROP and vocational/occupational education)

**Phone:** (530) 233-7103

**Fax:** (530) 233-5531

**Internet/URL:** [not applicable](#)

**Email:** ahopkins@hdo.net

**Financial Aid:** No

**Veteran Approved:** No

**Job Placement:** No

**Career Development:** Yes

**Counseling:** Yes

**Child Care:** No

**Open Entry/Open Exit:** No

**Distance Learning:** No

**English as a Second Language:** No

**Doctorate Degree:** No

**Master Degree:** No

**Bachelor Degree:** No

**Associate Degree:** No

**Certificate:** Yes

**Diploma:** No

**Occupational** 853020 AUTOMOTIVE MECHANICS

**Training Program(s):**

Auto/Automotive Mechanic/Technician

**Occupational** 553350 CUSTOMER SERVICE REPRESENTATIVES, UTILITIES

**Training Program(s):**

Receptionist

**Occupational** 553470 GENERAL OFFICE CLERKS

**Training Program(s):**

General Office/Clerical and Typing Services

**Occupational** 553230 ORDER CLERKS, MATERIALS, MERCHANDISE, AND SERVICE

**Training Program(s):**

General Office/Clerical and Typing Services

**Occupational** 580260 ORDER FILLERS, WHOLESALE AND RETAIL SALES

**Training Program(s):**

General Office/Clerical and Typing Services

**Occupational** 553050 RECEPTIONISTS AND INFORMATION CLERKS

**Training Program(s):**

Receptionist

General Office/Clerical and Typing Services

**Provider:** NORTHSTATE BUSINESS COLLEGE  
**Physical Address:** 1132 METZGER STREET  
 RED BLUFF, CA 96080  
**School Type:** Proprietary (Private) Business and Technical Schools  
  
**Phone:** (530) 528-1021  
**Fax:** (530) 528-1029  
**Internet/URL:** [not applicable](#)  
**Email:** not applicable

**Financial Aid:** No  
**Veteran Approved:** Yes  
**Job Placement:** Yes  
**Career Development:** Yes  
**Counseling:** No  
**Child Care:** No  
**Open Entry/Open Exit:** Yes  
**Distance Learning:** Yes  
**English as a Second Language:** Yes  
  
**Doctorate Degree:** No  
**Master Degree:** No  
**Bachelor Degree:** No  
**Associate Degree:** No  
**Certificate:** Yes  
**Diploma:** No

**Occupational** 553380 BOOKKEEPING, ACCOUNTING, AND AUDITING CLERKS

**Training Program(s):**  
 Accounting Technician

**Occupational** 553470 GENERAL OFFICE CLERKS

**Training Program(s):**  
 General Office/Clerical and Typing Services

**Occupational** 660050 MEDICAL ASSISTANTS

**Training Program(s):**  
 Medical Office Management

**Occupational** 553230 ORDER CLERKS, MATERIALS, MERCHANDISE, AND SERVICE

**Training Program(s):**  
 General Office/Clerical and Typing Services

**Occupational** 580260 ORDER FILLERS, WHOLESALE AND RETAIL SALES

**Training Program(s):**  
 General Office/Clerical and Typing Services

**Occupational** 553050 RECEPTIONISTS AND INFORMATION CLERKS

**Training Program(s):**  
 General Office/Clerical and Typing Services

**Occupational** 251020 SYSTEMS ANALYSTS, ELECTRONIC DATA PROCESSING

**Training Program(s):**  
 Computer and Information Sciences, General

**Provider:** PLUMAS/SIERRA COUNTY ROP  
**Physical Address:** 50 CHURCH STREET  
 QUINCY, CA 95971  
**School Type:** Secondary Schools with Occupational Programs (ROP and  
 vocational/occupational education)  
  
**Phone:** (530) 283-6500

**Financial Aid:** No  
**Veteran Approved:** No  
**Job Placement:** No  
**Career Development:** Yes  
**Counseling:** Yes  
**Child Care:** No  
  
**Doctorate Degree:** No  
**Master Degree:** No  
**Bachelor Degree:** No  
**Associate Degree:** No  
**Certificate:** Yes  
**Diploma:** No

**Fax:** (530) 283-6509  
**Internet/URL:** <http://www.pcoe.k12.ca.us>  
**Email:** jcarter@pcoe.k12.ca.us

**Open Entry/Open Exit:** Yes  
**Distance Learning:** No  
**English as a Second Language:** Yes

**Occupational** 853020 AUTOMOTIVE MECHANICS  
**Training Program(s):**  
Auto/Automotive Mechanic/Technician

**Occupational** 553380 BOOKKEEPING, ACCOUNTING, AND AUDITING CLERKS  
**Training Program(s):**  
Accounting Technician

**Occupational** 971110 BUS DRIVERS, SCHOOL  
**Training Program(s):**  
Truck, Bus and Other Commercial Vehicle Operator

**Occupational** 251020 SYSTEMS ANALYSTS, ELECTRONIC DATA PROCESSING  
**Training Program(s):**  
Computer and Information Sciences, General  
Computer Programming

**Occupational** 971020 TRUCK DRIVERS, HEAVY OR TRACTOR-TRAILER  
**Training Program(s):**  
Truck, Bus and Other Commercial Vehicle Operator

**Occupational** 939140 WELDERS AND CUTTERS  
**Training Program(s):**  
Welder/Welding Technologist

**Provider:** SISKIYOU ROP  
**Physical Address:** 431 KNAPP STREET  
YREKA, CA 95971  
**School Type:** Secondary Schools with Occupational Programs (ROP and vocational/occupational education)  
**Phone:** (530) 842-6151  
**Fax:** (530) 842-1759  
**Internet/URL:** not applicable  
**Email:** Kgreene@sisnet.ssku.k12.ca.us

**Financial Aid:** No  
**Veteran Approved:** No  
**Job Placement:** Yes  
**Career Development:** Yes  
**Counseling:** Yes  
**Child Care:** Yes  
**Open Entry/Open Exit:** No  
**Distance Learning:** No  
**English as a Second Language:** Yes  
**Doctorate Degree:** No  
**Master Degree:** No  
**Bachelor Degree:** No  
**Associate Degree:** No  
**Certificate:** Yes  
**Diploma:** No

**Occupational** 853020 AUTOMOTIVE MECHANICS  
**Training Program(s):**  
Auto/Automotive Mechanic/Technician

**Occupational** 251040 COMPUTER SUPPORT SPECIALISTS  
**Training Program(s):**

Computer Applications

**Occupational** 790410 LABORERS, LANDSCAPING AND GROUNDSKEEPING

**Training Program(s):**

Horticulture  
Landscaping

**Occupational** 939140 WELDERS AND CUTTERS

**Training Program(s):**

Welder/Welding Technologist

**Provider:** TEHAMA COUNTY ROP

**Physical Address:** 1135 LINCOLN ST.  
RED BLUFF, CA 96080

**School Type:** Secondary Schools with Occupational Programs (ROP and vocational/occupational education)

**Phone:** (530) 527-5811

**Fax:** (530) 529-4120

**Internet/URL:** <http://www.tcde.tehama.k12ca.us>

**Email:** tmoisey@tcde.tehama.k12.ca.us

**Financial Aid:** Yes

**Veteran Approved:** Yes

**Job Placement:** Yes

**Career Development:** Yes

**Counseling:** Yes

**Child Care:** No

**Open Entry/Open Exit:** No

**Distance Learning:** No

**English as a Second Language:** Yes

**Doctorate Degree:** No

**Master Degree:** No

**Bachelor Degree:** No

**Associate Degree:** No

**Certificate:** Yes

**Diploma:** No

**Occupational** 853020 AUTOMOTIVE MECHANICS

**Training Program(s):**

Auto/Automotive Mechanic/Technician

**Occupational** 553470 GENERAL OFFICE CLERKS

**Training Program(s):**

General Office/Clerical and Typing Services

**Occupational** 553230 ORDER CLERKS, MATERIALS, MERCHANDISE, AND SERVICE

**Training Program(s):**

General Office/Clerical and Typing Services

**Occupational** 580260 ORDER FILLERS, WHOLESALE AND RETAIL SALES

**Training Program(s):**

General Office/Clerical and Typing Services

**Occupational** 553050 RECEPTIONISTS AND INFORMATION CLERKS

**Training Program(s):**

General Office/Clerical and Typing Services

**Occupational** 251020 SYSTEMS ANALYSTS, ELECTRONIC DATA PROCESSING

**Training Program(s):**

Computer and Information Sciences, General



The California Cooperative  
**CCOIS**  
Occupational Information System

